

BOLDERBOULDER

JOB TITLE: Customer Excellence Team Member

ABOUT US:

Every year team BOLDERBoulder works closely with the Boulder community to put on 2 special and unique road races, the BOLDERBoulder and the ColderBOLDER, that see a combined total of more than 50,000 runners, walkers, and joggers.

The Races

The BOLDERBoulder, named *America's All-Time Best 10K* by Runner's World takes place on Memorial Day in beautiful Boulder, CO. Finishing at Folsom Field, this race is one for the bucket list and continues to amaze participants, spectators, and VolRUNteers year after year.

The ColderBOLDER, our holiday invitational and open races, takes place in (sometimes) chilly December on the picturesque CU Boulder campus. This sold-out race encourages participants, friends, and family to celebrate a little cold sweat, the holidays and staying BOLD all year round.

ABOUT THE POSITION:

As *America's All-Time Best 10K*, enhancing the customer experience is at the core of our business. From start to finish, our team provides focused online registration database support, and joyfully responds to and provides solutions to our participants whether communicating via email, phone, or our CRM platform. As a member of the Customer Excellence Team, you will...

- Provide potential and existing customers with exceptional service.
- Identify customer needs, be familiar with race operations and respond to customer queries and collaborate with internal departments to optimize customer solutions and share details about BOLDERBoulder.
- Capture the data into relevant databases in a timely and accurate manner. You will identify and correct errors and swiftly bring them to the attention of relevant parties where necessary.
- Perform ancillary tasks associated with assigning race bib numbers, order fulfillment and quality control to ensure proper data entry.
- Other work in support of the success of the race as needed.

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ABOUT YOU:

You are a hard worker with sound and decisive judgment, excellent communication skills, patience, collaboration, and professionalism. You are happiest being a part of a community and build relationships with ease. You are organized, excited by creative problem solving and comfortable in a fast-paced environment.

Our ideal candidate...

- Enjoys working in a small company where your efforts are greatly valued and appreciated.
- Wants to be part of a strong, energetic team tasked with enhancing our customer experience with excellent customer service.
- Should exhibit in-depth knowledge of customer engagement via email, phone, and one-on-one interaction.
- To be a top-notch customer excellence team member you will be someone whose expertise results in excellent customer relationship management and a positive brand image.
- Able to work independently and as a strong team member.
- Has the ability to pivot as needed in a dynamic work environment.
- Enjoys working hard and having fun!

NUTS AND BOLTS:

Customer Excellence Team members report directly to the Customer Excellence Manager. This position is considered a non-exempt, hourly, part-time, seasonal position. Average hours per week is 20 hours initially scaling up to full-time in mid-May through race day, May 26, 2025. Seasonal work dates range from early March – May 30, 2025. **Seasonal employees must work race week, race weekend and race day (May 19 – 26, 2025).**

Maximizing in-office interaction and coordinating schedules, work is done at our headquarters office and typically takes place Monday – Friday between the hours of 9:00 am and 4:00 pm. As race day approaches, all Customer Excellence Team members will be required to work one Saturday shift as well as attend one evening training session. During race week, race weekend and race day, all Customer Excellence Team Members will work extended hours as needed.

Wages start at \$16.00 per hour. As a seasonal position, benefits include.

- BOLDERBoulder Official Team Gear Kit
- Meals/Snacks – Provided race week, race weekend and race day

ADDITIONAL:

Hours of work for this position may vary based on work schedule. Must be able to sit, stand, bend at the waist, climb, stoop, kneel, crouch, reach, walk, push/pull, lift, talk, and hear with or without reasonable accommodation. Sedentary work involves sitting most of the time but may involve walking or standing for brief periods of time. Work environment includes communication with customers while working in both an office and warehouse environment with products, inventory, and potentially slippery surfaces. Occasional moderate (10+lb) lifting and carrying, bending, and reaching overhead may be required.