

Adaptive Sports Center



Program Coordinator

Job Description

Title: Program Coordinator

Reports to: Program Manager

Job Status: Full-time; 12 months; Hourly; Non-Exempt

Last Update: October 2024

Position Overview

The Program Coordinator is responsible for facilitating programs, supervising volunteers and seasonal staff, record-keeping, scheduling, database management, and other key aspects of program coordination for the Adaptive Sports Center (ASC). The Program Coordinator provides and sets the stage for outstanding customer service for clients and coordinates many critical aspects of programming, including public engagement.

Specific Responsibilities

Program Coordination

- Ensure clients receive the best experience and service possible.
- Coordinate daily operations and serve as the lead daily operations staff member and supervisor for the program when the Program Manager, Assistant Program Director and Program Director are away from the office.
- Ensure the office hospitality, quality, and appearance is excellent.
- Ensure all instructors are fulfilling employee agreements and adhering to program guidelines.
- Schedule instructors, interns, volunteers and program resources under the guidance of the Program Manager.
- Coordinate all aspects of the individual booking process including inputting information, scheduling, and invoicing with oversight of Program Manager.
- Communicate with participants about scheduling details, goals and expectations.
- Support specific open enrollment programs including trip planning, budgeting and creation of itineraries, as directed.
- Coordinate lodging for individual participants at the ASC's accommodations.
- Coordinate all aspects of participant record keeping through database and paper files.
- Exhibit a strong working knowledge of the ASC's mission and represent the organization with integrity.
- Assist in the planning and facilitation of staff orientation and trainings in both winter and summer seasons.
- Assist with intern oversight on office days and as assigned. Support Program Manager and Assistant Program Director in daily operations, as directed.
- Provide performance observations and direct feedback of seasonal staff, intern staff and volunteers as needed with the support and guidance of the Assistant Program Director and Program Director.
- Make in-field observations and corrections as needed, as well as reporting observations to the Program Manager and Assistant Program Director.
- The seasonal and resort-based aspects of this position require a schedule that works weekends and holidays.

Volunteer Coordination

- With the supervision of the Program Manager, oversee recruitment, training, and management of volunteer staff.
- Coordinate volunteer schedules and monitor their quality of experience.
- Assist management in ensuring an excellent volunteer experience with regular “check-ins” and by monitoring and relaying direct feedback.
- Assist Program Manager with seasonal volunteer performance and satisfaction reviews.
- Oversee Volunteer to Instructor Program with support of Winter Training Coordinator and Program Manager.
- Coordinate volunteer appreciation initiatives with the support of the Program Manager.

Supervisory Requirements

- Follow the organization’s policies and applicable laws.
- Plan, assign, coordinate and supervise work; appraise performance; positively recognize and discipline employees; address complaints and resolve problems.
- Supervise program interns during office shifts.

Education and Experience

- Bachelor’s degree from a four-year college or university in adaptive or therapeutic recreation, outdoor leadership, adventure education or other closely related field.
- A minimum of two years of experience developing, coordinating and facilitating outdoor adventure programming, preferably in an adaptive sports or similar organization.
- Certified Therapeutic Recreation Specialist (CTRS) preferred.
- Experience with databases and resource management systems preferred.
- Experience managing volunteers, seasonal staff and/or interns preferred.

Knowledge, Skills & Abilities

- Instruct and guide programs an average of two days per week, or as needed.
- Adhere to guide and instructor job description duties and guidelines.
- PSIA/AASI and/or Adaptive certified and/or certified in key areas of summer-based programs (RCC, AMGA, river/raft guiding etc.).
- Organized, motivated, and able to perform well in a fast-paced environment.
- Excellent customer service skills.
- Proficient with Microsoft Office suite (Word, Excel, Outlook) and able to quickly learn new software.
- First Aid certification or higher.
- Valid driver’s license with a clean driving record.

Physical Requirements

- Frequently required to stand, walk, sit, use hands and fingers to handle or feel, reach with hands and arms, climb or balance, talk and hear.
- Frequently required to stoop, kneel, crouch, and crawl.
- Regularly lift and/or move up to 100 pounds and occasionally lift or move up to 125 pounds.
- Vision requirements include close, distant, color, peripheral, depth and ability to adjust focus.
- Ability to drive full-sized programming vehicles with trailers in mountain conditions.

Work Environment

- Fast-paced, highly interactive office environment with moderate to high noise levels.
- Regularly required to work outside in extreme weather and may be exposed to other weather elements.

- Required to work a flexible schedule outside of regular business hours when needed.