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## Program Manager

### Job Description

**Title:** Program Manager

**Reports to:** Assistant Program Director

**Job Status:** Full-time; Year-round; Weekends; Exempt

**Last Update:** August 2024

### Position Overview

The Program Manager is responsible for consistently facilitating high quality daily operations, managing volunteers and seasonal staff, scheduling, participant record keeping, and other key aspects of program management for the Adaptive Sports Center. The Program Manager provides and sets the stage for outstanding customer service for clients and oversees many critical aspects of programming oriented public engagement for the organization. With support from the Program Director and Assistant Program Director, the Program Manager serves as the lead program operations and instructor supervisor in their absence.

### Specific Responsibilities

#### *Program Management*

- Ensure clients are receiving the best experience and service possible.
- Exhibit a strong working knowledge of the program's mission and represent the program with integrity.
- Oversee daily operations as lead program operations and instructor supervisor for the program when the Assistant Program Director and Program Director are away from the office.
- Adhere to instructor job duties and guidelines.
- Manage front desk reception and ensure the office hospitality, quality and appearance are excellent.
- Instruct, guide and train as needed, agreed, and directed.
- Ensure all instructor/staff are fulfilling employee agreements and adhering to program guidelines.
- Schedule instructors, interns, volunteers and program resources as directed by Assistant Program Director
- Coordinate specific open enrollment programs including trip planning, budgeting, and creation of itineraries, as directed.
- Oversee the management and maintenance of participant data, invoicing and information requests including monthly and end of season reporting, bi-weekly participant emails for surveys, and seasonal program form updates and participant communications.
- Collaboratively build efficiencies in participant record keeping, streamline and improve registration process, as directed.
- Assist in the planning and facilitation of staff orientation in both winter and summer seasons.
- Work closely with the Logistics Manager to manage interns, as needed, during their office days.
- Regular focused collaboration with the Program Administration Team to ensure high quality group, individual, and community program facilitation with risk management as the highest priority.
- Communicate with participants about scheduling details, goals and expectations.
- In conjunction with the Program Coordinator, coordinate local community individual lessons.
- Oversee individual and local individual invoices, income, and accounts receivable.
- Delegate duties to program staff and interns as appropriate and as needed to ensure quality and efficient daily operations.
- Collaboratively develop and assist with the training program with the oversight of the Assistant Program Director or as directed by Assistant Program Director or Program Director.

- Support Assistant Program Director in daily operations, as directed.
- Attends program management meetings as requested by Assistant Program Director.
- Assist Program Administration Team with seasonal staff hiring, performance evaluations, discipline, acknowledgments, and celebrations.
- Other assignments, as directed.

#### *Volunteer Recruitment and Management*

- Ensure an excellent volunteer experience as planned with regular “check-in” meetings and by monitoring feedback.
- Oversee recruitment and management of volunteer staff.
- Manage volunteer schedules and monitor their quality of experience and development.
- Oversee the Volunteer to Instructor Program with support of Winter Training Coordinator.
- Implement volunteer appreciation initiatives.
- Ensure the longevity of a robust and enjoyable volunteer program via awareness of trends and long-term planning initiatives.

#### **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.
- Manage seasonal, volunteers, interns, and staff as appropriate to ensure quality programming and a professional working environment with the support of the Assistant Program Director and Program Director.
- Assist with hiring, evaluation of seasonal and administrative staff as assigned
- Oversee Winter Training Supervisor and Winter Training Coordinator outcomes with support of Assistant Program Director
- With the oversight of the Assistant Program Director, evaluate, and supervise Program Coordinator and Operations Intern,

#### **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) desirable.
- Experience with databases and resource management systems desirable.
- Documented experience managing volunteers, seasonal staff and/or interns.

#### **Knowledge, Skills & Abilities**

- Organized, motivated, and able to perform well in fast-paced environment.
- Excellent customer service skills.
- Proficient with Microsoft Office suite (Word, Excel, Outlook) and able to quickly learn new software.
- PSIA/AASI and/or Adaptive certified and/or certified in key areas of summer-based programs (RCC, AMGA, river/raft guiding etc.)
- 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 or 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 cold weather and may be exposed to other weather elements.
- Required to work a flexible schedule outside of regular business hours and weekends
- At the time of the most update of this document , this is a Sunday – Thursday position.