



JOB DESCRIPTION

Job Title:	Program Manager – Winter Park
Location:	Winter Park, CO and some required business in Denver, CO
Department:	Winter Park Program
Reports to:	Recreational Program Director
Supervises:	Program Supervisors, Program Coordinators, Volunteer Supervisor
FLSA Status:	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt
Classification:	<input checked="" type="checkbox"/> Year Round <input type="checkbox"/> Seasonal <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time

About the NSCD:

We are Colorado's most comprehensive provider of adaptive outdoor experiences. We offer more programs, in more places, in more ways that change lives. The National Sports Center for the Disabled is a leading provider of adaptive outdoor recreation experiences committed to helping individuals with disabilities, their caregivers and the broader community rethink ability. Through the power of adaptive innovation, recreation and Colorado's great outdoors, we are transforming lives, families and communities and creating a world that celebrates each person's abilities.

Our exhilarating adaptive outdoor experiences help participants make the very most of their passion, their talents and their aspirations. They discover a renewed sense of confidence, reignite the pure joy of play, and find motivation to try new things, meet new people and believe in their own abilities. With industry-leading adaptive equipment, renowned coaches, instructors and volunteers and unmatched mountain and metro programs, we change the perceptions of athletes of all levels and help them, and the world, [#RethinkAbility](#).

Position Overview

The Program Manager is responsible for the operations of year-round programs based in the Winter Park and Grand County area including employee, intern and volunteer training and supervision, program planning, coordination and implementation. A fundamental duty of this position is the alignment of Winter Park programs with the brand focus and the creation and implementation of a sustainable program plan. The Program Manager must be able to adapt to a continually evolving environment and thrive in an autonomous and deadline-oriented workplace with both attention to detail and global picture of the organization. The Winter Park Program Manager will collaborate with all departments and staff to share resources, and develop, schedule and implement programming.

Job Duties

The job duties of this position are performed personally, in cooperation with your supervisor, and/or in coordination with other staff. Additional work functions and duties may be assigned.

- Create and plan programming tailored to client requests and Agency needs.
- Supervise programs, staff, participants and volunteers on a daily basis in all programs offered in Winter Park Programs: alpine and Nordic skiing, snowboarding, snowshoeing, horse riding, rock climbing, whitewater rafting, kayaking, backpacking, fishing, camping, NSCD Moves obstacle course, mountain and road cycling, and more.
- Implement, monitor, and enforce safety standards established by NSCD policies and procedures. Set example by consistently following safety procedures and utilizing appropriate safety equipment.
- Supervise and oversee program operations including coordinating equipment, vehicles/transportation, facility and activity schedules, scheduling instructors for daily and long-term assignments, and providing direct instruction as

needed.

- Support and oversee training and development for staff, interns, and volunteers.
- Proactively work with the Customer Service team and the Director of Operations to support the Operations team in providing excellent and responsive program delivery, including, but not limited to, oversight and input on program lesson availability, participant appropriateness evaluation for program participation, ensuring proper equipment for specific participant needs, and other daily support as needed.
- Keep and monitor daily/current records including but not limited to program accounting administration, program attendance tracking, employee timesheets, scheduling, employee performance management, documentation with partner agencies, etc.
- Monitor program budgets and control and approve expenditures in keeping with the approved budget.
- Ensure accuracy of customer service database as relates to staffing, rosters and assigning PA's, etc., and timely customer correspondence.
- Assess participants for appropriate activities, adapted equipment and provide instruction in various activities.
- Document and evaluate program benefits as well as participant, staff and intern performance.
- Oversee the permitting process and off-site facility arrangements for programs.
- In partnership with the Equipment and Facilities department, coordinate necessary adaptive equipment and schedule transportation needs for programs.
- Assist in the development and promotion of recreation programs.
- Attend clinics and continuing education classes specific to programs.
- Attend all required NSCD training sessions and meet standards to pass training.
- Create and maintain a friendly, congenial, and helpful attitude while effectively dealing with guests and other employees.

Supervision

- Effectively supervise and manage direct reports and provide, by example and leadership, motivation and direction to employees of the organization.
- Carry out supervisory responsibilities in accordance with the organization's policies and applicable state and federal employment laws.
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; recognizing and rewarding employees; corrective disciplinary procedures and practices under direction of the Director of Finance/Human Resources, addressing complaints and resolving problems.
- Conduct annual employee performance reviews in a timely and effective manner. Evaluate performance of employees for compliance with established policies and objectives of the organization and contributions in attaining objectives.
- Set the tone of the department to ensure morale, teamwork, and that the positive employment culture of the organization is maintained.
- Regularly schedule leadership/management, department, and staff 1:1 meetings to provide leadership, development, and a forum for communication to ensure coordination and collaboration in meeting organization and individual goals.

Professional Performance

- Adhere to all Personnel Policies and Procedures for the Agency.
- Maintain professional standards of performance, demeanor, and appearance at all times; act as a role model both at and away from the Agency.
- Maintain a creative, team-building approach to job performance and seek to bring a constructive, problem-solving orientation to all tasks.
- Perform all tasks and responsibilities with attention to detail and in a complete and timely manner, comply with agency policies and standards and conform to the scheduling requirements of the job and program.
- Maintain an awareness of the Agency's mission and work to promote the positive individual and social change goals it embodies.
- Exercise discretion and professional judgment at all times keeping with the responsibilities carried personally and by the Agency for the care and welfare of the clients.
- Act with honesty and integrity in all aspects of Agency business.
- Actively strive to upgrade professional skills through engaging in appropriate professional training and experience.

- Actively strive to create and maintain a culturally sensitive environment through communication and interaction that demonstrates respect for diversity.

Other duties may be assigned

Qualifications

- Bachelor's degree in special education, physical education, recreational therapy, physical therapy, occupational therapy or related field required.
- Certified Therapeutic Recreation Specialist (CTRS) credential and ability to supervise interns is required.
- Two years supervisory experience required.
- Four years of experience in the field of adapted sports required.
- Current First Aid and CPR required within one month of hire.
- Advanced ability in outdoor sports appropriate to NSCD required.
- Certification in outdoor sport appropriate to the NSCD; attainable within 90 days of hire desired: ACA Instructor, AMGA/IFMGA, Swift Water Rescue, WFR, EMT/WEMT, Leave No Trace, CPRP, ACCT, PSIA instructor.
- Must be computer proficient and possess experience of Microsoft Office Suite and able to learn new software as needed.
- Excellent written and verbal communication skills including writing and report development.
- Ability to implement Agency vision, mission, values and strategic plan.
- Ability to handle multiple tasks and to assess and change priorities based upon Agency needs.
- Strategic thinker who communicates professionally and effectively with diverse staff, volunteers, donors, prospects, and community stakeholders.
- Ability to maintain consistent exercise of discretion and confidentiality in the performance of duties.
- Ability to work with a high degree of autonomy, initiative and exercise personal judgment in a fast-paced environment with a strong sense of humor and integrity.
- Superior skills to organize, plan, and execute the full scope of required programs.
- Knowledge of disabilities and of adaptive recreation and equipment is desirable.
- Candidates must possess a Colorado driver's license, meet background check criteria and meet criteria regarding clearance to drive company vehicles including 15 passenger vans and vehicles with large towing capacity, snowmobiles, surface and aerial lifts, as required by specific job duties.

Work Schedule

This is a full time, year-round position. The work varies based on seasonal programming needs. This position will require weekends and/or evenings supporting the programming needs of the Agency.

Salary

The salary for this position is \$60,000 - \$62,500. Actual salaries will vary and may be above or below the range based on various factors including but not limited to experience, education, training, and performance.

NSCD provides a comprehensive benefits plan including employer sponsored medical and dental benefits, employer paid life insurance and disability benefits, paid vacation, paid sick leave, paid holidays and employees may participate in the 403b retirement plan. Benefit eligibility varies depending on your employment status and the number of hours you are regularly scheduled to work.

Physical Requirements:

- Able to work a majority of the time outside at high altitude in varying conditions including uneven and slick terrain and unpredictable weather and situations.
- Physically able to assist participants with adaptive recreation equipment, position adjustments, transfers, and movement during activities.
- Able to lift a minimum of 75 lbs. with assistance.
- Dexterity, auditory and visual acuity to operate computers and phones or mobile devices.
- Auditory and visual acuity to interact with guests, students, clients on a daily basis
- Able to successfully manage multiple, high priority tasks in a fast-paced and often times crowded and noisy environment.

ACKNOWLEDGEMENT

This job description is intended to describe the general nature and level of work performed. It is not intended to be a complete list of all responsibilities, duties and skills required of employees performing this job. Furthermore, this job description does not establish a contract of employment. NSCD may change job descriptions at any time, with or without notice as service needs require.

I have read and understand this job description.

Employee Signature

Date

Equal Employment Opportunity (EEO) Policy

NSCD is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or employees on the basis of age 40 and over, race, sex, color, creed, religion, national origin, disability, sexual orientation, ancestry, citizenship, veteran status, genetic information, or any other applicable status protected by state or local law. NSCD will consider providing reasonable workplace accommodations if needed.