

Adventure and Groups Senior Program Manager

POSITION TYPE: FULL-TIME, EXEMPT

SALARY: \$41,000-\$62,000

LOCATION: NATIONAL ABILITY CENTER BASE CAMP, PARK CITY, UT

SUPERVISOR: PROGRAM DIRECTOR

Job Summary

The adventure and groups senior program manager provides support and adventure and groups program team with an emphasis on executing on the mission and vision of the National Ability Center. A top priority for this department is to meet and exceed the growing need of adaptive adventure programs in a variety of settings and experiences. A primary role of this and every other job at the National Ability Center is to ensure that each member, guest and visitor of the National Ability Center receives the highest caliber service.

Major Tasks and Responsibilities

- Ability to build a team and build excellence while developing new programming opportunities, in all aspects of adventure and groups programming based on best practices and safety
- Provide guidance, coaching and mentorship to direct reports. Supervise, train and evaluate direct reports including supporting on the development of annual goals, prioritizing needs and meeting regularly
- Ability to serve in direct service management role as a backup to manager
- Manage overall financial budgeting for department – budget development and implementation and forecasting
- Support HR functions for the department including guiding talent needs and identification, approving hiring and termination requests, corrective coaching, performance management and team development
- Work with volunteer management team to improve utilization of volunteers and encourage and promote growth and leadership opportunities within programs
- Ability to work across department with other senior managers to ensure development, collaboration and execution for shared goals
- Responsible for goal results, execution planning, reporting, KPI's and documentation
- Facilitating goal-level creation and implementation for department and ability to ensure the goals cascade to all stakeholders. Ensure clarity around priorities and goals for the department
- Support development and implementation of training curriculum
- Oversee grant reporting specific to department
- Support equipment management for department
- Ability to develop quality presentations and present to all levels of the organization
- Responsible for strategic development and future programming with support of APD and PD
- Ability to unite a team and continually development innovative programs
- Ability to make quick educated program decisions based on the mission, need and strategic plan
- Develop and evaluate current and future programming
- Serve as a representative at assigned partner organizations and in general at any NAC function
- Create and steward program relationships related to adventure and group programming

- Support programmatic events
- Develop and ensure implementation of processes and procedures for program consistency, safety and growth
- Provide leadership in strengthening internal communication and teamwork with staff at all levels of the organization
- Participate fully as a member of the National Ability Center staff team
- Comply with National Ability Center safety and health policies and procedures
- Create a nurturing, positive and professional environment while promoting policies and procedures amongst staff, volunteers and community
- Assist with key fundraising and special events to help advance program goals
- Other responsibilities as assigned

Required Knowledge and Qualifications:

- Bachelor's degree or equivalent experience
- Minimum of five years of management with increasing responsibilities in outdoor adventure program management and training
- Wilderness First Responder or Wilderness First Aid required
- Must be willing to work from multiple locations and travel
- Experience with NOLS or AORE preferred
- Minimum 3 years of experience with managing safety in outdoor adventure programming
- Proven ability to lead by example and foster mentoring relationships and advocate for the customer experience
- Ability to organize and manage multiple priorities in a quick paced environment
- Demonstrated ability to work productively and collaboratively within a team
- Flexible with a strong work ethic and an entrepreneurial spirit to accommodate multiple responsibilities and shifting priorities
- Strong leader with the ability to work well with others and motivate people
- Ability to positively receive and provide job coaching for personal development
- Proficiency with Microsoft Office and experience with database management. Experience with Perfect Mind and Sales Force a plus
- Able to lift and maneuver equipment weighing 50 lbs and occasionally more and work in inclement conditions
- Flexible work schedule and ability to work weekends and evenings from multiple locations
- Commitment to a positive, fun and team-oriented working environment
- Outstanding communication and public speaking skills
- Aptitude in problem-solving
- Valid Driver's License; must verify own auto insurance
- Pass pre-employment background check

Benefits:

- Medical, dental, long-term disability, paid time off, paid holidays and other benefits as outlined in the Employee Handbook