
Job Title: Military and Groups Program Supervisor

Position Type: Full Time, Exempt

Weekend, evening, night and holiday work as required

Salary: \$33,445-\$49,440

Location: National Ability Center Ranch, Park City, Utah

Supervisor: Groups and Military Program Manager

Job Summary

The Groups and Military Program Supervisor is responsible for the successful implementation and quality delivery of programs to various groups and military focused populations. This is an administrative and program delivery position with a primary focus on staff management, program development, implementation and program events. A primary function of this and every other job at the National Ability Center is to ensure that each member, guest and visitor of National Ability Center receives the highest caliber of service.

Responsibilities

- Deliver group recreation programs and activities on and offsite in line with annual plan and goals, and with great attention to the development of industry trends and innovative techniques, equipment and facilities within the industries of recreation, military, disability and adaptive programs
- Organize, implement and evaluate experiences for groups, families, service members and other clients ranging from a few hours to a week or more
- Coordinate logistics involved; including travel planning, transportation, overnight accommodations, meals, activity schedules, etc.
- Lead administrative duties for program management which can include the collection and processing of reservation requests, program fees, statistics, timeclock approvals and other program related information and assignments
- Manage and support program leadership in the accurate tracking of financial allocations, billing, expense reports, receipts, in-kind contributions and other related documentation
- Coordinate grant administration and fulfillment including budget allocation, program delivery, statistics, evaluation, outcomes and final reports

- Assist program manager with hiring, leading and training staff and volunteers to develop future recreation leaders and ensure use of best practices and program excellence
- Directly supervise, mentor and train group facilitators
- Work with program and volunteer manager to develop, train and oversee an enriched volunteer engagement program for winter and summer programs
- Lead and implement programs for group as assigned
- Document key information for analysis including, but not limited to, NAC satisfaction survey, verbal group feedback, incident report forms and more.
- Provide leadership in strengthening internal communications with staff at all levels throughout the organization; create and promote a positive and supportive work environment and ensure appropriate scheduling of equipment, resources and spaces
- Train and offer support to groups team and others as needed in the area of salesforce, data management and reporting
- Manage and support the input and maintenance of high quality group and participant data; ensure data quality with routine database cleanup projects
- Frequently communicate with program manager regarding observations, successes or challenges with group and individual dynamics
- Support training and education department in the development and delivery of training materials and curriculum to ensure program excellence and safety.
- Prepare written reports with findings and recommendations to sustain the continual responsiveness and improvement of business activities
- Ensure high quality customer service delivery on all Group and Military programs.
- Assist with and coordinate program equipment maintenance and care
- Promote a nurturing, positive and professional environment while amongst staff, volunteers and community. Provide leadership in strengthening internal communications with staff at all levels throughout the organization; create and promote a positive and supportive work environment
- Promote opportunities for partner programs, vendors and funders to engage with National Ability Center programs and events.
- Compile presentations of a thoroughness and quality suitable for senior level audiences, including the National Ability Center leadership team, Board of Directors, partners and industry leaders.
- Commit to continuing education in your field utilizing internal and external resources to ensure our programs sustain continual responsiveness and improvement.
- Actively participate as a team member in all required staff meetings and trainings
- As needed, assist with special event, outreach opportunities, fundraisers and other targeted National Ability Center activities.
- Be a positive representative and promoter of National Ability Center programs, events, and activities in our community.
- Comply with National Ability Center safety and health policies and procedures.
- Other duties as identified.

Qualifications

- Minimum of two years of education or increasing responsibilities in related career field
- Military experience preferred
- Ability to remain calm in busy highly populated and/or stressful environments and to be amendable to change
- Ability to receive and give feedback in a positive manner
- Ability to take direction, ask appropriate questions and follow task to completion
- Ability to engage in physical exercise or sport for up to 45 min
- Ability to coordinate and direct varied activities involved in community adaptive or recreational programming
- Knowledge of adaptive recreation philosophy and or working knowledge of all abilities
- Ability to establish and maintain effective working relationships with employees, supervisors, other agencies, participants, instructors, community partners and the general public
- Must be able lift and maneuver equipment weighing 50 lbs and occasionally more
- Must be comfortable working in inside and outside environmental conditions
- Ability to safely drive 14 passenger Van and/or Bus and to maintain a valid driver's license; must verify own auto insurance
- Commitment to a positive, fun and team-oriented working environment

Benefits

- Medical, Dental , Paid time off , Paid holidays , Long-term disability