Resort Program Manager Position Description – 2019

Job Title: Resort Program Manager
Job Site: Steamboat, Colorado
Reports to: National Program Director
Compensation: $5,000 part-time salary
Employment Term: Part Time, seasonal (Early October, 2019 – April 30th, 2020)

Organizational Overview
SOS Outreach, founded and headquartered in Colorado’s Vail Valley, is a national youth development nonprofit utilizing outdoor experiential learning to inspire positive decision making in youth for healthy and successful lives. With its foundation in alpine skiing and snowboard winter programs, SOS works to identify and serve underserved youth (ages 8-18) - intervening in situations that have been shown to lead to high school dropout and other risk factors. This is achieved through a progressive curriculum that includes: outdoor experiential learning, incorporation of “core values”, group-based mentorship, service learning, and student-focused leadership training. Program options for students begin with SnowCore (1-2 day outdoor exposure programming) and the Learn to Ride (multi-day skills development programs). These programs can lead into participation in the Mentor Program (year-round, multi-year mentor & leadership program).

Resort Program Manager Overview:
The SOS Outreach – Steamboat Resort Program Manager is an average 10-15 hours per week commitment. The majority of the work will take place from October until April with the on-mountain time being in January through March. Some work will be required in the remaining months of the year, i.e. fundraisers and community meetings.

Essential Job Responsibilities
Program Management
• Oversee all SOS program days, including:
  o Learn to Ride days
  o Mentor ride days
  o Registration nights
  o Mentor workshops and meetings, as outlined in the Education Guide
  o Graduations
  o Service Projects
• Help manage relationships with mountain resort staff on program days and youth serving-agencies to ensure that SOS is continued to be offered program resources by resorts, and able to fill program with youth from partner agencies.
• Implement the SOS Outreach Learn to Ride and University Curricula as enumerated in the SOS Outreach Program Objectives
• Invoice, collect, and track fee-for-service payments.
• Regular check in with direct report- the National Program Director
• Convey all program information to enrolled SOS families as necessary
• Manage all program logistics including recruitment, registration, and running of SOS programs
• Coordinate additional program days outside of Ride Days:
  o Registration
Meet and Greets with Mentor Groups prior to Ride Days
Workshops and Service Project Days
Service days

Staff and Volunteer Management
- Train all part-time SOS staff and volunteers in the SOS Curriculum
- Maintain contact with staff and volunteers throughout the winter season to ensure correct delivery of curriculum, data collection, and proper communication with SOS families

Community Engagement
- Act as the Steamboat SOS Outreach representative at community partner meetings and all fundraising activities
- Take photographs at SOS program days and send to pictures@sosoutreach.org for the purpose of engaging sponsors, volunteers, donors, and foundations.
- Assist with fundraising events and opportunities including inviting all stakeholders to any Steamboat SOS Event.

Direct Service Tasks Include:
- Youth mentor hiring, trainings and coordination with assistance of Resort Program Coordinator including ensuring all training materials and appropriate forms are distributed and signed by all volunteers
- Initiate participant recruitment process with the City of Steamboat and Craig Boys and Girls Club in October
- Communication with SOS families to ensure all are fully informed with the help of the RPC and mentors
- Facilitate and manage workshops for upper SOS University level participants and mentors
- Management of participant paperwork including releases and waivers
- Coordination of on-mountain activities with Steamboat, working closely with the Ski and Ride School staff to provide instructors when needed during Ride Days
- Coordination of equipment related issues with assistance of Steamboat staff
- Participation in all on-mountain days (10 ride days)
- Coordinating and implementing graduations

SOS Database administration
- Registration of all LTR and University participants
- Attendance and data entry
- Pretesting and post-testing of participants
- Coordination of staff and volunteer database entries
- Goal setting and interaction with mentors about participant goals

Knowledge, Skills, and Abilities
The ideal candidate should be a very organized, independent, and systemic worker. She/he must be willing to do it all: from coordinating all relationships between partners, Steamboat, mentors/mentees and their parents to working with volunteers to implementing the core value curriculum on the mountain. At a minimum, candidates must possess the following:
- Experience, comfort, and passion in working with youth from underserved or at-risk backgrounds
- Experience in program implementation, management, and evaluation
- The ability to work largely independently in a dynamic work environment
- Some experience with outdoor adventure sports, especially snowboarding
- Bachelor’s Degree
- Valid Driver’s License and vehicle to get to mountain and transport winter clothing
- Strong computer and time management skills – with proficiency with Microsoft Office Suite (i.e., Excel, Outlook, and Word), online databases (e.g., Civicore), Google Apps, and Dropbox
• Ability to communicate and organize effectively – both verbal and written
• Spanish language proficiency is preferred

Physical Aspects of the Job
This position requires the ability to: travel within the service area (including mountain regions); sit at a desk for extended periods of times using the computer, telephone, and e-mail systems; lift 50 pounds; lead meetings & speak in public; and familiarity & comfort with high alpine, winter environments.

How to Apply Please send a resume, cover letter and three professional references to Elizabeth Williams, National Program Director at ewilliams@sosoutreach.org.

The above statements are not intended to encompass all functions and qualifications of the position. Rather, they are intended to provide a general framework of the requirements of the position. Job incumbents may be required to perform other functions not specifically addressed in this job description.

For more information, please visit our website at www.sosoutreach.org.
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