



Program Operations Coordinator Position Description

Job Title: Program Operations Coordinator

Job Site: Denver Area; Eagle County; or Summit County, CO

Reports to: Program Manager

Salary Range: \$17-\$19/hr

Employment Term: Full Time, seasonal (40hrs/week – 36 week season)

Employment Start: August 16th, 2021

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. Working with youth aged 9 to 18, every SOS program incorporates the SOS core values of courage, discipline, integrity, wisdom, compassion and humility. SOS mentors help students define and practice these core values as they provide a consistent adult presence for students who may not otherwise have a positive role model in their lives. The program targets youth with a wide variety of risk factors. SOS offers a multi-year, progressive curriculum beginning with a five-day introductory program, continuing with the four-year mentor-led curriculum and culminating when students return to SOS in a junior mentor capacity. Throughout the curriculum, SOS students focus on outdoor experiential learning, character development, service learning, values-based leadership training and community engagement.

Part Time Site and Operations Coordinator Responsibilities

The part time site coordinator reports to the National Program Director and will be an integral component of the program team to fulfill SOS Outreach's mission and vision. The part time site coordinator will be responsible for the support of our nine part time site program leads across the country, ensuring onboarding, resource distribution, workflow management, and end of season closeout. The role will also provide regular check-ins to ensure program leads feel supported and part of the larger SOS community. Part time sites are currently: Portland, OR; Yakima, WA; Seattle, WA; Leadville, CO; Steamboat, CO; Durango, CO; Detroit, MI; Chicago, IL; and Minneapolis, MN. Additionally, this role will support program logistics and operations across sites at the direction of the National Program Director. Tasks include working with mountain partners to distribute lift tickets and mountain access codes, overseeing soft-goods distribution, coordination of gear needs to ensure timely corporate in-kind donation requests by the National Team, ensuring program paperwork and systems are maintained and up to date, and system development to increase program efficiency and quality.

Part-Time Site Management

- Create an evergreen workflow and timeline for part-time site program delivery
- Facilitate training and onboarding with the assistance of the National Program Director
- Gather, organize, and edit SOS resources to create a Part Time Site Training Manual and resource guide
- Work with Office Administrative Assistant to ensure payments are received and processed
- Collect photos and stories from Part Time Site Program Leads
- Ensure final close out of winter season with each Program Lead

Program Operations Support

- Create and implement a gear inventory and request system for all sites
- Ensure that gear is distributed in a timely manner and gear needs are communicated on deadline
- Support and maintain program systems and processes (e.g. database, forms, fee collection, and website interface)
- Work with ski resort partners to process lift ticket and mountain access codes across sites

Minimum Education and Experience

A combined minimum of two years of experience in the following: program management, implementation, or logistics; program administration; youth development & engagement; and/or outdoor education. Comparable experience in terms of time and background in similar fields and education/degrees will be considered.

Knowledge, Skills, and Abilities

The ideal candidate should be organized, a self-starter, a strong communicator, able to effectively manage varied tasks, and have strength in managing and supporting a diverse group of youth, families, and volunteers. The candidate should have experience and familiarity in youth program implementation and ability to manage staff/volunteers.

Preferred candidates should demonstrate some or all of the following:

- 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
- Experience in program implementation, management, and evaluation through a race equity lens
- Knowledge of sports-based youth development, public education, and youth engagement
- Experience, comfort, and passion in working with youth with a variety of risk factors
- Experience in seasonal staff/volunteer recruitment and management
- Experience working cooperatively with community groups and stakeholders
- Familiarity and excitement for winter outdoor adventure sports
- Snowboarding/skiing proficiency and knowledge of mountain safety
- Valid Driver's License required – comfort and familiarity with mountain driving conditions a plus
- Bilingual (Spanish) candidates strongly encouraged to apply

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.

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.

Compensation

This is a full-time, seasonal, salaried and exempt position based in the SOS office in Denver, Edwards, or Frisco, CO. This position requires the ability to travel to our logistics headquarters in Denver, CO on a regular basis. The position is structured around a Monday-Friday work schedule - with occasional evening and weekend commitments. Benefits include medical, dental and vision insurance, paid holidays and vacation, retirement matching, and a season pass to all Vail Resorts Inc. (VRI) mountains.

How to Apply

Please send a resume, cover letter, and three references to Elizabeth Williams (she/her), National Program Director, ewilliams@sosoutreach.org, by **Friday, July 9th, 2021**. Please include "Program Operations Coordinator" in the subject line.

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

SOS Outreach follows an equal employment opportunity policy and employs personnel without regard to race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender identity, age, physical or mental ability, veteran status, military obligations, pregnancy or marital status.