



Title: Volunteer Program Manager

Reporting to: CEO

Job Purpose: The Volunteer Program Managers responsibilities will include creating an effective, sustainable volunteer program in which individuals within the community are highly engaged, are encouraged and managed successfully in assisting with Challenge Aspen's needs throughout the organization.

Job Status: Full time, year-round (possible less hour requirements in summer months)

Key Responsibilities and Accountabilities:

- Exceptional customer service is the number one priority – act as an Ambassador for Challenge Aspen
- Design, manage, recruit for, and develop a comprehensive, sustainable year-round volunteer program that successfully meets Challenge Aspen's volunteer labor needs
- Work closely with the CFO in creating and executing the annual Volunteer Program budget
- Create and initiate a volunteer recruitment plan
- Assess all volunteer applicants and "hire" a strong mix of qualified volunteers.
- Be an integral part of designing the volunteer training curriculum and potentially act as the training facilitator for volunteer indoor trainings
- Assess and utilize each individual volunteers' attributes and place them accordingly within the organization, so as to create a win-win situation for the organization and the volunteer
- Work closely with CAMO and REC Directors to schedule and monitor volunteers for summer and winter adaptive activity trainings, events and lessons
- Develop and facilitate a volunteer gratitude plan. This is an acknowledgment of thanks via, gifts, parties, special discounts, offerings etc.
- Work closely with co-workers in fulfilling well documented volunteer needs for camps, retreats, events, special occasions etc.
- Maintain excellent, accessible records of volunteer profiles to include contact information, availability, skillset, their desires and strengths, training level, hours worked to date, etc.
- Responsible for arranging an office "greeter" stationed at the front desk at all times. The Volunteer Program Manager will fill that role when a volunteer is not available
- Stay flexible and adaptable with possible last-minute volunteer scheduling/reservation change requests
- Maintain regular communication with Challenge Aspen's volunteer community – keep volunteers engaged with the organization via newsletters, social media, calls or emails when applicable
- Coordinate with the marketing team to create volunteer and organizational awareness
- Work closely with the marketing team in supplying newsletter material pertaining to volunteers (each newsletter will go out with a volunteer specific section)

- Supply social media material regarding volunteers to the marketing department on a regular basis
- Work closely with the Development Director to share the names of any volunteers that may be able to offer greater contributions to the organization (ie: alert DD if possibility of becoming gift or in-kind donor)
- Research and recommend the most appropriate volunteer management program or CRM (customer retention management) for Challenge Aspen to use for the volunteer program.
- Stay current and efficient on all Challenge Aspen electronic software systems
- Monitor volunteers while on the hill or in the field to ensure Challenge Aspen is offering a high-quality volunteer service and to ensure volunteers are having fun and enjoying their role.
- Create process,for getting prospective donors to shadow in Challenge Aspen programs
- Level 5 skier/rider or willingness to become a level 5 skier/rider within one year of start date. This is necessary in order to feel comfortable while on the hill monitoring volunteers
- Facilitate seasonal volunteer evaluations, at mid season and end of season
- Educate co-workers on how to access the volunteer contact information
- Develop a good understanding of various disabilities and adaptive equipment required to facilitate successful on hill and outdoor experiences
- Possess excellent written and oral communication skills with the ability to communicate with participants, their family members, caregivers, volunteers, staff, sponsors, Challenge Aspens Board of Directors, and the community
- Report all safety incidents or accidents to the COO in a timely fashion. Ensure appropriate paper work is completed immediately following incident.
- Act as Manager on Duty when requested
- Attend indoor trainings for volunteers
- Attend weekly meetings with supervisor
- Assist with other organizational tasks and special events as needed
- Other duties as assigned

Qualifications, Attributes & Key Success Factors:

- Effective time management skills
- Detail oriented
- Enjoy working as a team member as well as ability to work independently
- Self-starter
- Highly organized
- Ability to adapt quickly and graciously to change
- Adaptability and professionalism – ability to successfully work and communicate with a variety of individual personalities
- Be able to take direction and is open to feedback
- Basic computer skills i.e.: Word, Excel, Outlook, Internet
- Good solid decision-making skills and judgment
- Strong communication skills and professional demeanor
- Passion & commitment for the Challenge Aspen mission

- Understanding of various disabilities and behaviors a plus
- Ability to multi-task in a fast paced work environment
- Be an active, positive member of the management team
- Maintain a sense of humor and remember the mission behind your hard work!
- Adhere to the environment of L I G H T
 - Loyalty
 - Integrity
 - Generosity
 - Honesty
 - Trust

Supervisor Approval: _____ Date: _____

HR Approval: _____ Date: _____