



Title: Volunteer Program Facilitator

Reporting to: Program Services Manager

Job Purpose: The Volunteer Program Facilitator's key responsibility is to assist in 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: Part-time (20-25 hours per week), Seasonal, November 18th, 2024 – April 20th, 2025

Wage: \$25/hour

Key Responsibilities and Accountabilities:

- Provide exceptional customer service, while acting as an Ambassador for Challenge Aspen.
- Design, manage, and recruit for a comprehensive, sustainable year-round volunteer program that successfully meets Challenge Aspen's volunteer labor needs for adaptive lessons, adventures, camps, retreats, events, office greeters and office work.
- Design, manage, and recruit for a comprehensive Junior Volunteer Program to engage local high school students in Challenge Aspen's programs and community
- 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 Community Engagement and Program Manager to recruit volunteers to Junior Volunteer and Volunteer Program
- Work closely with co-workers in fulfilling well-documented volunteer needs for adaptive lessons, camps, retreats, events, special occasions etc.
- Maintain excellent, accessible records of volunteer profiles including contact information, availability, skillset, their desires/strengths, training level, hours worked, etc.
- Work closely with entire team to identify volunteer needs.
- Manage last-minute volunteer scheduling/reservation change requests.
- Maintain volunteer database.
- Monitor volunteers, 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
- Facilitate seasonal volunteer evaluations.

- Develop a strong understanding of various disabilities and adaptive equipment required to facilitate successful on hill and outdoor experiences.
- Report all safety incidents or accidents to the Program Services Manager and COO in a timely fashion. Ensure appropriate paper work is completed immediately following incident.
- Attend weekly meetings with supervisor.
- Assist with other organizational tasks and special events as needed.

Qualifications, Attributes & Key Success Factors:

- Effective time management skills and detail oriented.
- Intermediate skier or snowboarder preferred
- Bilingual preferred: proficient in reading, writing and speaking in Spanish and English.
- 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.
- Able to take direction and is open to feedback.
- Proficient in Microsoft applications.
- Good solid decision-making skills and judgment
- Strong communication and relationship building skills and professional demeanor
- Passion & commitment for the Challenge Aspen mission
- Understanding of adaptive sport, 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!

Job Benefits:

- Paid training from knowledgeable adaptive ski industry professionals
- A ski pass to all four Aspen Snowmass Mountains: Aspen Mountain, Aspen Highlands, Buttermilk Mountain, Snowmass Mountain
- Work in a rewarding field making a difference in people's lives
- Spend the winter in Aspen, Colorado

To Apply:

Send resume and cover letter to eloftus@challengeaspen.org