



Job Title: Program Manager – Individual Programs

Job Purpose:

The Program Manager for Challenge Aspen’s individual programs oversee individual offerings, serving as the key liaison between participants, families, staff, volunteers, and partners for those programs. This role ensures smooth logistics and exceptional service while supporting the organization’s mission. The Program Manager will have the freedom to create new, innovative programming that is affordable and accessible for families, while also refining existing offerings like Custom Adventures and generating sustainable revenue to support Challenge Aspen’s financial goals.

Job Status: Full-time, Year-round

Compensation: Starting at \$60,000 plus a comprehensive benefit package

Start Date: May 1, 2025

Key Responsibilities:

- **Customer Service & Communication:**
 - Serve as the main point of contact for participants and their families seeking Challenge Aspen’s adaptive recreation products for individuals.
 - Ensure timely communication and provide excellent service.
- **Program Development and Coordination:**
 - Develop and introduce new drop-in opportunities/programming for individuals and families, ensuring the offerings are accessible, engaging, and aligned with community interests.
 - Oversee itinerary logistics for Custom Adventures.
 - Manage reservations team and participant pairings for adaptive ski/snowboard lessons.
 - Manage vendor contracts for summer and winter programming (i.e. rafting companies, restaurants, hotels, etc.)
 - Assist with staff scheduling and recruitment for individual programs.
- **Scholarship Program Management:**
 - Collaborate with the scholarship committee to revamp and manage the scholarship program for individual products, ensuring it aligns with Challenge Aspen’s mission and financial goals.
 - Review and assess scholarship applications beside scholarship committee, helping to determine eligibility and amounts, while maintaining confidentiality and fairness.

- Develop strategies to make the scholarship program more accessible and sustainable for participants and their families.
- **Field Support & Participant Experience:**
 - Assist in the field with programs team when needed.
- **Administrative Support:**
 - Use software (booking software, B-store, etc.) to manage reservations and track payments and scholarships.
 - Complete incident reports and ensure all logistics are handled smoothly.

Qualifications & Attributes:

- **Passion for Challenge Aspen's Mission** and providing adaptive sports opportunities.
- **Strong Communication Skills** and ability to work well with participants, families, and staff.
- **Experience in Adaptive Sports** or working with individuals with disabilities.
- **Excellent Time Management** and ability to multitask in a fast-paced environment.
- **Team-Oriented** with a positive, collaborative attitude.
- **Computer Proficiency** with tools like Microsoft, booking software, and Box.
- **Possess a clean driving record** and responsible for driving company vehicles safely.

Physical tasks – this is not a conclusive list

- **Reaching:** Frequent, daily reaching and bending with the arms.
- **Fine motor skills:** Frequent, daily typing, filing, sorting, etc.
- **Gross motor skills:** Occasional maneuvering of adaptive equipment, supplies, etc.
- **Sitting, standing, or walking:** Long periods of sitting during administrative tasks, standing, walking and bending required when in the field.
- **Lifting:** Up to 50 lbs. as needed.
- **Other tasks:** as needed.

Working conditions

- Working in the field may involve exposure to sun, snow, wind, heat and cold.
- May be exposed to loud noise in the field.

Reasonable Accommodation Statement:

Challenge Aspen is committed to providing reasonable accommodation for applicants and employees with disabilities. If you need accommodation to apply for a job or perform your job duties, please contact Human Resources.

To Apply:

Please send your resume and expression of interest to info@challengeaspen.org.