



Title: Volunteer Coordinator

Reports to: Director of Operations

Salary: Starting at \$58,000 annually

Position Type: Full-time Year-Round

Job Purpose:

Support the coordination, engagement, and scheduling of Challenge Aspen's volunteer team. Serve as the primary liaison between volunteers and program staff, ensuring a high-quality experience for both volunteers and participants. This role is responsible for holding volunteers accountable to expectations, providing performance feedback, and supporting training across seasons.

Key Responsibilities

- Recruit, Schedule, and coordinate volunteers for adaptive lessons, camps, retreats, and events.
- Maintain and update volunteer profiles and scheduling data using Challenge Aspen systems.
- Communicate with volunteers regularly via email, phone, and text.
- Build and maintain the summer volunteer training schedule; assist in leading and delivering training sessions.
- In the winter, collaborate with the Winter Sports Coordinator to organize and facilitate volunteer training sessions across various adaptive disciplines.
- Support the development and facilitation of new volunteer orientations year-round.
- Track volunteer hours, training levels, and participation status.
- Monitor volunteers in the field to ensure satisfaction, professionalism, and safety.
- Hold volunteers accountable to program expectations, policies, and conduct standards.
- Assist the reservations team with last-minute scheduling needs and changes.
- Coordinate volunteer appreciation efforts (e.g., events, gifts, awards).
- Collect feedback from volunteers via surveys and informal check-ins.

- Help develop “shadow” opportunities for donors and prospects to observe or participate in programs.
- Support staff with data entry, communications, and general office tasks as needed.
- Report any safety incidents, injuries, or concerns promptly to the Director of Operations and ensure documentation is completed.
- Other duties as assigned.

Qualifications & Attributes

- Friendly, professional, and team-oriented with strong leadership presence
- Confident giving feedback and holding others accountable
- Excellent organizational and time management skills
- Strong written and verbal communication abilities
- Proficient with Microsoft Office and cloud-based scheduling or database tools
- Comfortable presenting and facilitating small group trainings
- Flexible and calm under pressure, with the ability to adapt to changing needs
- Knowledge of disabilities or adaptive recreation
- Intermediate skier or snowboarder preferred
- Available to work weekends and holidays
- Ability to lift up to 30 lbs.
- Bilingual (Spanish/English) preferred but not required

EMPLOYEE BENEFITS

As a full-time, year-round employee, you are eligible to participate in Challenge Aspen’s comprehensive benefits program, which includes:

- Unlimited Paid Time Off (PTO): Eligible after 60 days of employment
- Seven (7) Paid Holidays per year, or accrue a day off if you worked a designated holiday day
- Flexible Spending Account (FSA): For medical and/or dependent care expenses
- Health Insurance: Begins the first of the month following 30 days of employment.
- Challenge Aspen currently covers 95% of the employee premium and 50% of dependents’ premiums
- (subject to change)
- 401(k) Retirement Plan: Eligible after 90 days of employment, with employer match:
 - 100% match on the first 3% of employee contributions
 - 50% match on the next 2%
 - Maximum employer contribution: 4% for a 5% employee contribution
- Employee Assistance Program (EAP): Three annual counseling sessions for personal or mental health needs
- Four-Mountain Ski Pass: Full-season access
- \$250 Annual Wellness Reimbursement: For approved wellness-related expenses

- Short-Term and Long-Term Disability Insurance
- Birthday Day-Off: Take your birthday as a paid personal day or defer as an accrued day off