



Title: Director of Operations

Reports to: Chief Executive Officer

Based at: Snowmass Village Mall, Snowmass Village, CO

Term: Full-Time, Year-Round

Job purpose: To maintain a cohesive team of program leaders and efficiently direct the day-to-day operations of the organization.

Salary Range: \$75,000-\$85,000

Key responsibilities and accountabilities:

Strategic Planning: Working with senior management to align daily operations with long-term company goals.

Process Improvement: Analyzing and optimizing systems for maximum efficiency and quality.

Financial Oversight: Managing budgets, forecasting, and monitoring revenue margins.

Team Leadership: Overseeing staff performance, hiring, and interdepartmental collaboration.

- Serve as the daily Manager on Duty, overseeing all office operations including staff scheduling, vehicle fleet management, incident and accident response, guidance and support for team members, maintaining a clean, organized, and fully functioning office environment
- Ensure operational processes, systems and technology align with business goals and support efficient service delivery
- Evaluate and support all programs, program staff and operational decisions to ensure alignment with the Challenge Aspen mission and goals
- Ensure Program Staff remains on track with their individual, departmental and organizational goals in collaboration with HR
- Lead coordination and agreements with key partners (schools, companies, outfitters, Aspen Skiing Company, offsite operating locations)
- Assess and advocate for organizational staffing needs

- Collaborate with HR to create and/or revise job descriptions as needed, assist program leaders in recruitment for open positions
- Maintain clear records of organizational metrics and program deliverables
- Support execution of quarterly Board of Directors meetings
- Facilitate weekly staff meetings
- Manage staff scheduling to ensure sufficient coverage for office and programs
- Manage retail inventory in conjunction with Finance Department
- Make informed, autonomous decisions in the absence of the CEO
- Oversee maintenance on all CA vehicles & assess all vehicle needs and processes.
- In conjunction with the CEO, and BOD, establish annual strategic planning process
- Implement strategic plan strategies
- Conduct annual employee reviews
- Guide budget process with program staff
- Organize seasonal staff retreats, program planning processes, training, celebrations and recognition events
- Assist with fundraising and special events
- Assist with other tasks as needed

Qualifications and Attributes:

- 5+ years of Director-level or comparable leadership experience managing operations, teams, and initiatives.
- Knowledge of adaptive recreation and ski industries, including best practices and participant needs.
- Collaborative, team-oriented leader who builds strong cross-functional relationships.
- Strong commitment to the organization's mission.
- Excellent communication and people management skills, including coaching and conflict resolution.
- Strong organizational skills with the ability to prioritize and multitask.
- Professional, customer service-focused, and effective with stakeholders.
- Flexible, adaptable, and solutions-oriented in a dynamic environment.
- Proficient in databases, email, internet tools, and standard business software.

Please send resume and cover letter to info@challengeaspen.org