

Position Description

Program Manager

Classification: Full-time exempt

Reports to: Program Director

Job Duration: Year-round; subject to 8-weeks furlough



Overview:

Denali Education Center is a non-advocacy, for-purpose organization, and partner of Denali National Park and Preserve. Our mission is to *promote understanding and appreciation of Denali through fun, informative, and inspiring programs.*

The Program Manager is a full-time exempt position responsible for administering learning vacation programs, ensuring they are well-organized, safe, educational, and fun. The Program Manager hires, trains, and supervises seasonal support staff and reports to the Program Director. The Program Manager also works directly with Field Educators and Campus staff during the summer months- and Directors year-round.

Areas of Responsibility

The Program Manager oversees all logistics of Denali Education Center's(DEC) learning vacation programs that travel throughout the Alaska. They work closely in collaboration with all Directors and are an essential part of the DEC team. They schedule and coordinate all facets of each program including meals, lodging, transportation, and activities; working with vendors to set pricing/expectations and providing accurate information (dates, number of participants, etc.) to our partners. They collect and maintain participant records, and communicate with participants and program group vendors pre- and post-program as necessary. In the summer, the Program Manager hires, trains, schedules, and supervises the Program Coordinators and Group Leaders. During the winter, they help to plan and prepare for the upcoming summer season and assists with all winter office functions. The Program Manager generally works a 40-hour workweek, but may be required to work additional hours or duties in summer to fulfill staff training and program needs.

Specific Program Job Duties

Final details of each program schedule, and execution of that schedule, is ultimately the responsibility of the Program Coordinators and Group Leaders. The Program Manager should be available to *assist* and *support* seasonal staff during our summer season but should also be prepared to step into the role of Program Coordinator or Group Leader if the need arises. Please see the *Program Coordinator* and *Group Leader* job descriptions for a full outline of these duties.

1. Communicate with coworkers, program partners, and vendors. This includes but is not limited to:
 - Assist the Program Director and Executive Director in new curriculum development, streamlining existing programs, and creating custom programs if requested by partners
 - Assist the Program Director and Operations Director in developing program budgets. Program Manager is responsible for adhering to these budgets when reserving lodging, meal planning, etc.
 - Responding to participant questions and Road Scholar customer service inquiries.
 - Monitor and maintain enrollment information (single upgrades, waitlisted participants) to ensure accurate bookings.
 - Specific to Road Scholar: assist in maintaining the El-Star website. Regularly check RS website to ensure that programs are properly listed, linked, and represented. Communicate needed changes or additions to Program Director or Road Scholar.
 - Participate in weekly staff meetings.

3. Hire, train, supervise, evaluate, and support Program Coordinators and Group Leaders:
 - Train Program Coordinators and Group Leaders
 - Work with Program Director to ensure training materials are up-to-date and provided to staff prior to their arrival
 - Outline program responsibilities and expectations – from orientation to the farewell.
 - Work with Program staff to send pre and post- program information to all participants
 - Review accounting reports, invoices, and enrollments before submitting approvals to DEC accounting firm, Inc., Llc. Dept.
4. Maintain participant records.
 - Ensure we have health and safety records for each participant
 - Record dietary/mobility restrictions, etc. and communicate those to partners, vendors, kitchen staff, and hospitality staff
 - Collect non-Road Scholar participant information and add to the FileMaker database
 - Provide evaluations to all non-Road Scholar participants.
5. Communicate with Vendors:
 - Work with vendors throughout the year to make and confirm program reservations.
 - Ensure that vendors receive accurate participant and program information in a timely manner.
6. Communicate with the DEC Kitchen Manager and Campus Manager:
 - Facilitate communication between the Program Coordinators and the Campus Manager regarding kitchen and campus needs for each program.
 - Provide dietary/mobility restrictions and a group rooming list a week in advance of each program.

Other Duties

- Support DEC's mission and core values of fun, lifelong learning, and community
- Assist Directors in setting and achieving the goals and objectives of Denali Education Center
- Attend and be an active participant in staff meetings, board meetings, retreats, and planning sessions
- Assist with office duties such as answering phones, processing mail, responding to e-mail and information requests, winter maintenance of the facilities (shoveling snow, cleaning off vehicles, etc.), and maintaining a clean and professional office environment
- Assist with special events and other program functions, sometimes outside of regular work hours

Skills and Requirements

- Experience in Alaskan tourism and specifically the Denali area, with a good understanding of local transportation and the infrastructure of Denali National Park visitor systems
- Able to display confident, compassionate, and competent leadership while working with diverse groups of employees, and groups of up to 34 program participants.
- Self-starter with demonstrated ability to effectively manage multiple tasks and projects, set priorities, and incorporate feedback from others
- Able to actively and proficiently supervise and schedule up to 8 employees
- Solid interpersonal and communication skills when working with peers, staff, community members, and program participants
- Able to work in a highly collaborative open-office environment
- Can maintain a fun and positive attitude during our fast paced summers and long winters
- Proficiency in Microsoft Office; familiarity with database software such as FileMaker Pro preferred
- Current CPR and First Aid Certification required; training available
- Insurable driving record
- Willingness to live and work year-round in Denali Park.

Compensation

- Benefits are many and include
 - paid holidays, vacation, health insurance, life insurance, and a retirement plan
- Position includes a furlough each winter. The length of furlough for this position may vary from year to year depending on funding and other factors and may be up to **eight** weeks. Furlough dates will be mutually agreed upon in the fall so that all staff may stagger/coordinate their furloughs as necessary and will be approved by the Executive Director
- Salary range is \$33,440 - \$39,160 dependent on experience. (assuming an 8-week furlough, thus 44 weeks worked in the year)

Disclaimer

This position description reflects the Denali Education Center's best effort to describe the essential functions and qualifications of this job. It is neither an exhaustive statement of duties, responsibilities, or qualifications, nor a contract.

Denali Education Center is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.

Updated: September 2019