

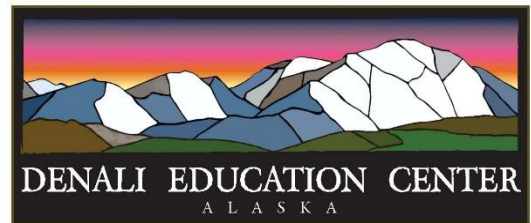
Position Description

Program Manager

Classification: Full-time exempt

Reports to: Program Director

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



Overview:

Denali Education Center (DEC) 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 works directly with Field Educators, Kitchen and Campus staff during the summer months, and Directors year-round.

Areas of Responsibility

The Program Manager oversees all logistics of DEC's Alaska-based learning vacation programs. 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 itinerary, including meals, lodging, transportation, and activities. They work with vendors to set pricing/expectations and provide accurate participant information to our partners. They 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 plan and prepare for the next summer season and beyond. The Program Manager generally works a 40-hour work week in the winter but typically works additional hours in the 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 assists and supports seasonal staff and steps into other roles if needed. The Program Manager duties include, but are not limited to...

Administer and develop Road Scholar Learning Vacation itineraries for DEC:

- Assist Directors in curriculum development and streamlining existing programs.
- Assist in developing program budgets and working within approved Road Scholar program budgets.
- Respond to participant questions and Road Scholar customer service inquiries.
- Monitor and maintain participant information (roommate preference, single room upgrades, mobility issues, and dietary preferences) to ensure accurate bookings and accommodation.
- Update and maintain DEC's provider and program information on the El-Star website.
- Establish a relationship and regularly communicate with Road Scholar program managers.
- Attend monthly Road Scholar provider meetings.

Hire, train, supervise, evaluate, and support seasonal program staff, including:

- Group Leaders, Program Coordinators, and Bus Driver.

- Create team schedules, maintain job descriptions, outline program staff expectations.
- Manage, support, and communicate effectively with seasonal staff.

Ensure the safety and comfort of participants and manage participant expectations by:

- Communicating health and safety information to Group Leaders in case of emergency.
- Send pre-program communications, as necessary, to prepare participants for their itinerary.
- Monitor Road Scholar evaluations for feedback and trends; with the Program Director, adjust accordingly.
- Submit Incident Reports for participant accidents, injury, or detractor behavior and follow up with Road Scholar as necessary.
- Address participant complaints and concerns politely and proactively.
- Share on-call Program Phone duties with other Program Manager and Director(s).
- Work within Bloomerang to manage pre- and post-program communications.

Foster and maintain relationships with program vendors to provide optimum levels of customer service:

- Partner with vendors throughout the year to request and confirm program reservations.
- Ensure that vendors receive accurate participant and program information in a timely manner.
- Troubleshoot issues as they arise during program operations.
- Conduct site visits and research for future itinerary development and current itinerary changes.
- Seek out partners and relationships that embody Diversity, Equity, Inclusion, and Belonging (DEIB) principles in line with DEC's core values.
- Partner with underrepresented groups and cultivate relationships with vendors committed to a just, equitable workplace and world.

Work collaboratively with DEC Directors and Staff to provide a welcoming guest experience:

- Communicate program needs to the Facility and Kitchen Managers ahead of program arrival.
- Provide dietary restrictions and a group rooming list in advance of each program.
- Oversee program functions of Riverside Hall to ensure smooth transitions between activities.
- Review accounting reports and invoices, make invoice payments when authorized by accounting.

Other Duties

- Support DEC's mission and core values of lifelong learning, fun, and community.
- Assist Directors in setting and achieving the goals and objectives of Denali Education Center.
- Attend and be an active participant in staff and board meetings, retreats, and planning sessions.
- Share duties of presenting DEC Orientation on arrival day for all Road Scholar programs.
- Recruit and schedule presenters for Road Scholar programs.
- Assist with office duties that maintain a clean and professional office environment.
- Assist with special events and other program functions, sometimes outside of regular work hours.

Skills and Requirements

- Displays confident, compassionate, and competent leadership while working with diverse groups.
- Experience working with large tour groups; knowledge of Alaska tourism industry a plus.
- Self-starter with demonstrated ability to effectively manage multiple tasks and projects.
- Able to actively and proficiently supervise and schedule program seasonal staff.
- Solid interpersonal and communication skills when working with staff, community, and participants.

- Able to work in a highly collaborative open-office environment.
- Maintain a fun and positive attitude during our fast-paced summers and long winters.
- Proficiency in Microsoft Office, Teams, and Outlook.
- Current CPR and First Aid Certification required; training available.
- Insurable driving record.
- Willingness to live in Denali during the summer season.

Compensation

- The salary starts at \$49,920; commensurate with training and experience.
- Benefits include paid health insurance (\$12,000+ per year), holidays (12), vacation (up to 25 days), life insurance, and retirement plan (matched contributions up to 3% of wage). Medical, family, and bereavement leave are also available.
- Position includes furlough each winter, generally taken between November-January. The length of furlough for this position may vary from year to year depending on funding and other factors but may be up to eight weeks. Furlough dates will be approved by the Executive Director and mutually agreed upon in the fall so that all staff may stagger and coordinate their furloughs as necessary.

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: February 2024