



Job Title: Volunteer/Program Coordinator
Reports to: Ski Program Director/Admissions Director
Job Status: Year-Round Full Time

About Us

Breckenridge Outdoor Education Center (BOEC) is a non-profit 501(c)3 organization whose mission is to expand the potential of people with disabilities and special needs through meaningful, educational and inspiring outdoor experiences. Programs of the BOEC include the Adaptive Ski and Snowboard Program, Wilderness Program and Internship Program. BOEC engages with participants and partner agencies from Colorado, across the US and internationally and operates primarily in Breckenridge, Colorado.

Position Summary

The Volunteer/Program Coordinator role will support both the Adaptive Ski and Snowboard Program and Wilderness Program. During winter months, the coordinator is responsible for oversight of the BOEC Volunteer Program including recruiting, training, and scheduling volunteers to deliver and support ski lessons in the Adaptive Ski Program. During the summer, this role's primary responsibility remains the coordination, communication and training of Volunteers in support of summer programming as well as providing general support of the day-to-day operations of the wilderness program office.

Essential Duties and Responsibilities:

Volunteer Program Oversight

- Recruit, and serve as primary liaison to 300+ corps of volunteers.
- Greet, directly interact with, and manage volunteers daily to ensure positive, quality experiences and feedback.
- Manage and maintain volunteer contact via email, e-newsletter, database, and phone calls.
- Plan and implement volunteer orientation and training in collaboration with ski program management staff and Training Manager.
- Develop evaluation and feedback system for volunteers to continue providing feedback and areas of improvement across all platforms to strengthen experiences for all staff, interns, volunteers, and participants.
- Responsible for planning volunteer appreciation events (End of Season Party, monthly social hours, etc.) as well as seasonal Volunteer appreciation awards.
- In partnership with the Ski Program Assistant Director, coordinate and, when appropriate, conduct early season and mid-season continuing education volunteer clinics.
- Support Ski Program Director and Events Coordinator with planning, scheduling, and organization of various BOEC special events, enrolling volunteers as needed per event.
- Maintain records of assessment of each volunteers' experience, skill set, interests, and strengths to schedule appropriately on adaptive ski lessons, cycling and other summer volunteer opportunities.
- Maintain consistent and accurate volunteer information in the BOEC Salesforce database, including personal information, ski lesson data, clinic, and training information, etc.
- Track volunteer and clinic hours, days, and number of returning and new volunteers for each fiscal year via the BOEC database.

Ski Program Responsibilities (generally October through April)

- Assist with daily ski office operations including communication with the public, answering phones, taking reservations, and other general office duties.
- Contribute to ski office best practices to ensure quality office operations including cleanliness, professionalism, organization, and overall efficient office management.
- Ensure courteous, mission-oriented, professional customer service for public walk-ins and phone calls.
- Depending on skills and qualifications, support program as needed on the hill.

Wilderness Program Responsibilities (generally April through September)

- Assist with the admissions process and enrollments of groups and individuals. Tasks may include speaking to prospective clients, sending out paperwork, receiving and reviewing incoming documents, and communicating in a timely manner.
- Assist in updating Wilderness Google Calendar and communicating any pertinent course information and details to key staff members and field program offices.
- Assist in maintaining Wilderness program specific information in the BOEC database.
- Assist with end of season reporting and data collection/demographics for Wilderness program.
- Ability to support programs in the field as needed.
- Ability to achieve internal technical skills check offs and participate in the On-Call Emergency System.

Qualifications, Skills, and Attributes

- Previous experience working with and coordinating volunteers and volunteer program preferred.
- Strong leadership, communication skills, organizational and multitasking skills, with ability to prioritize tasks and efficiently complete objectives in a dynamic team-oriented environment.
- Strong written and oral communication skills.
- Experience with Word, Excel, Salesforce, and Google platform.
- Client management and program sales ability are a plus.
- Proven ability to work in a deadline driven environment.
- Previous experience in an outdoor experiential education program preferred.
- Experience in disability/special needs recreation preferred.
- First Aid and CPR Certifications preferred.
- Must be passionate about the mission of the BOEC and those served through BOEC programs.

Position Information and Benefits:

- This is a full-time, year-round position with the following benefits: generous paid time off (PTO) policy, health insurance, life insurance/AD&D, 403B retirement plan, 12 paid holidays, employee assistance program, employee professional development opportunities, pro-purchase program and employee ski pass.
- Coordinator level starting salary is \$43,000 annually. DOE.
- This position is located at the BOEC Ski Office in the winter months and the Wilderness Office at the BOEC Headquarters Office in the summer months.
- The typical schedule is 40 hours per week, with some required work on evenings, and Holidays.
- This position may require occasional lifting or physical effort. Specific vision abilities required by this job include close vision and the ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The job duties described are not to be an exhaustive list of all responsibilities, duties, and skills required for this position. Additional tasks assigned as needed.

BOEC strives to create environments that are just, equitable, diverse and inclusive and we are dedicated to providing outdoor experiences that are relevant and accessible to all participants regardless of race, ethnicity, sexual orientation, gender identification, religion, socioeconomic status, education or disability.