



Position: Programs Manager

Reports To: Executive Director

Salary: \$40,000/year

Hours of Work: Full-time September through April, Part-time May through August. Opportunity for expansion to full-time, year round.

Job Description: The programs manager is responsible for overseeing all programming at Crested Butte Nordic. This will entail supervising the Head Team Coach and Recreation Programs Coordinator, as well as the hiring and supervising of all on-snow instructors tasked with providing lessons, tours, and masters clinics. The scope of programming that this position covers includes lessons, tours, clinics, masters community, community outreach, and junior programming. As this is a new position, responsibilities may evolve and the Programs Manager will have the ability to delegate tasks at their discretion.

Key Responsibilities:

1) Program Development & Stewardship

- Continue and create adult program offerings (lessons, tours, clinics, masters), including scheduling, pricing, and registration.
- Create, monitor, and track budgets for youth programs, lessons, tours, masters, and ski school general administration.
- Plan, staff, and execute community outreach clinics.
- Evaluate programs and personnel at the conclusion of each season.
- Work with the Marketing Director on a plan for each program and develop customer surveys to measure client satisfaction.
- Ensure program staff are creating a consistent, supportive, and fun environment for all participants.
- Work with the Recreation Programs Coordinator to develop after-school programming.
- Collect resume, cover letter, and background check on all paid coaches.

2) Staff Management

- Meet regularly with the Head Coach, Recreation Programs Coordinator, and other staff to provide guidance and supervision.
- Allow coaches to be actively involved in organizing their training and coordinating their volunteers.
- Hire and supervise instructors and guides for lessons, tours, and clinics.

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- Assist the Head Coach and Recreation Programs Coordinator in hiring coaches for the junior programs.
 - Organize staff training throughout the season and provide the opportunity for staff to achieve PSIA certification if desired.
 - Organize and execute coaches' education throughout the season, including a pre-season staff training.
 - Facilitate USSA training and membership for coaches.

3) Program Logistics

- Schedule staff (instructors, guides, and coaches) using Homebase software and check accuracy of timesheets before each payday.
- Ensure that all program staff are using Homebase software regularly and correctly in order to be paid properly.
- Work with the Events Director to plan and execute Thanksgiving Camp clinics.
- Update/create policies and procedures for programs.
- Manage registration for all programs, including responding to requests for transfers and date changes, contacting waitlisted clients, and requesting payment.
- Communicate with program clients via email and phone when necessary.
- Coordinate trailhead use and vehicle use for all programs, particularly tours and after-school junior programs.
- Coordinate use of teaching area amongst programs.
- Track tour participation and locations for end of season Forest Service permit reporting.

Desired Qualifications

- Proven experience in program development and planning, delegation and task facilitation.
- Demonstrate ability to hire, supervise and collaborate with staff.
- Strong written and oral communication skills.
- Strong organizational and problem solving skills.
- Ability to maintain composure under stressful situations.

To apply: Email cover letter and resume to jobs@cbnordic.org by July 1st, 2022.