

PROGRAM COORDINATOR JOB DESCRIPTION

First Descents (FD) is seeking a Programs Coordinator to support the roll-out and growth of our programs for young adults living with cancer. The ideal candidate will be self-motivated, organized, as well as creative, fun and adventurous. As a key point of contact with our participants and the young adult cancer community, it is imperative the Program Coordinator embodies the FD culture and is passionate about the mission of First Descents.

RESPONSIBILITIES:

We need an enthusiastic, organized, and confident individual to step into the Programs Coordinator role. Our ideal candidate is passionate about serving young adults impacted by cancer and creating shared experiences and outdoor adventure. Reporting to the Programs Manager, and working alongside fellow coordinators, the Program Coordinator will support the organization, planning, execution, and recruitment for First Descents' programs.

PROGRAM OVERSIGHT: Your primary responsibility will be to coordinate the overall logistics for a portion of our programs. This starts with calling prospective participants in our system and then working with them to find a program they can attend. You will walk our participants through their medical forms, coordinate their travel, and answer any questions they have along the way to make sure they feel comfortable heading into their experience. Compassionate customer service skills are mandatory for success in this position. You will also be responsible for making sure our volunteers and Lead Staff are prepared with the information we have gathered and supplies they need to ensure successful programs.

VOLUNTEER MANAGEMENT: First Descents week-long programs have one medical, one photographer, and two general support volunteers. Multi-day programs often require a similar volunteer mix. The demand for these positions is high and filling these spots while managing important relationships can be a complicated process. You will be responsible for putting this puzzle together and backfilling spots if we have any cancellations. You will also oversee the background checks and necessary forms for the volunteers before they attend their program. Organization, attention to detail, and interpersonal skills in dealing with big personalities are crucial for success in this position.

PARTICIPANT RECRUITMENT: You will be responsible for helping us get the word out to prospective participants. This involves sending materials to social workers, nurses, and support groups as needed. You will also assist by attending appropriate conferences. There is an opportunity for growth at FD in this area and successful candidates will be able to think outside the box on how to reach potential prospects in new ways.

SALESFORCE: We use it for everything. You should be familiar with Salesforce or a similar CRM and be willing to learn how to use our system at a detailed level. You will assist the Programs Manager in administering the programmatic side of our forms and database.

YOU: The FD Programs Team is a very tight knit group and we are looking for someone who is humble, positive, laid back, and preferably who can make us laugh. We will be extremely busy at certain times of the year and expect you to work hard and get your job done. At the same time, we also expect you to take care of yourself and play hard.

Out Living It: It is our motto and succinctly sums up our core values of adventure, challenge, community, humility and humor. We live, breathe and sweat it every day – and as the newest member of our team, you will too.



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INSIDE DETAILS:

This is a salaried position based at our HQ in Denver, CO, working typically from around 8:30am to 4:30pm on weekdays. You need to be open to working late and on weekends when required – especially during the summer months.

We offer competitive health benefits, employer retirement matching, a generous amount of PTO, an amazing office environment at [INDUSTRY](#) (with [Uncaged Ergonomics](#) adjustable standing desks, [Fluidstance](#) Levels, ping-pong tables, dogs in the office and all – no cubicles here!) and a trip to one of our [week-long programs](#) each year in order to experience FD's work first-hand, as well as comp days when needed (for those nights and weekends you may have to put in from time to time).

The salary range for this position is \$32,000-\$35,000 annually.

WHAT WOULD YOU SAY... YOU DO HERE?

You'll spend the remainder of 2017 learning the ins-and-outs of FD's programs. At the start of 2018, you'll quickly take on ownership of all facets of your assigned programs for the year. Our participants will recognize you as someone that can effectively and professionally balance their needs throughout their sign-up process. Our internal staff will see you as someone who can efficiently facilitate the logistics of your program load.

You will take your enthusiasm and passion for our mission and let that energy shine through to our potential participants, alumni, volunteers, donors, and staff. Your ability to fill programs and manage the logistics will come to fruition through your organized oversight. You'll effectively manage your relationships and be seen as a resource that can be counted on within the Programs Team. We have a very team-centric culture and you'll be called on to jump in on both anticipated and unanticipated projects throughout the year.

There are few organizations as unique and special as our – and you'll be a part of it all.

APPLY:

To get started, send your resume as well as a great cover letter to programs.jobs@firstdescents.org. We want to get to know the real you and why you would be a great addition to our team – be sure to let this shine through on your cover letter.

– MISSION –

First Descents provides life-changing outdoor adventures for young adults impacted by cancer.