

## PROGRAM MANAGER JOB DESCRIPTION

First Descents (FD) is seeking a Program Manager heading into 2019 to support the growth of our outdoor adventure programs for young adults impacted by cancer. The ideal candidate is motivated, optimistic, communicative, organized, and adventurous. As a main point of contact for our participants, it is imperative that you embody FD's culture and are passionate about our mission.

### RESPONSIBILITIES:

The Program Manager will report directly to the Senior Program Manager and ultimately the Director of Programs. You will manage two Program Coordinators and oversee participant communication and navigation. This role is dedicated to providing support to prospective participants and our alumni network from initial point of inquiry to program placement:

- As inquiries come in, you will ensure that your team quickly follows up with prospective participants via phone, email, live chat, and/or text message – You'll need to be comfortable talking on the phone and being responsive to participant needs
- You'll ensure participants understand the suite of program offerings (both on local and destination) available to them and your team will be masters at communicating this
- Your team will ensure that each participant has completed the necessary pre-program documentation and post-program follow-up in a timely manner – i.e. their application, medical forms, pre-program survey, and post-program surveys
- If a participant's application warrants it, you'll work with the Senior Program Manager, Director of Programs, and FD's Medical Advisory Board to review potential areas of concern – ensuring that no detail is missed and that the process is handled with the utmost care
- Salesforce – Everything that you and your team does will need to be recorded in our database – you'll need to be comfortable working within a CRM every day
- As potential participants inquire, your team will drive towards meeting goals such as: increasing the inquiry to attendance conversion rate, reducing cancellations, providing first-class customer service, and using data to inform performance and decision making
- When post-program surveys come in, you will relay the necessary info to the relevant team members in order to ensure any potential issues are addressed
- Your team will ensure excellent post-program communication that keeps participants engaged at the local level on an on-going basis through our [FD Tributaries](#)
- You'll work with our Marketing Team to ensure that our programs are navigable and tell a compelling story that attracts and retains participants
- Your team will need to address potential issues or concerns raised by prospective participants and our alumni community quickly and effectively
- You'll be asked to be the on-call HQ representative while programs are happening, as needed
- Other duties as assigned by your supervisor

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### – MISSION –

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



The FD Programs Team is a strong and close-knit group of individuals. We are looking for someone who is humble, a problem-solver, eager to make improvements, flexible, and preferably one who can make us laugh. Our team is extremely busy at certain times of the year and you must be willing to lead by example, work hard to get the job done, and take on additional responsibilities as needed. At the same time, we support one another, encourage self-care, and taking the necessary time to recharge.

#### **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 our busy 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, well-behaved dogs in the office and all – no cubicles here!) and a trip to one of our 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 \$42,500-\$45,000.

#### **WHAT WOULD YOU SAY YOU DO HERE?**

You'll hit the ground running in 2019. Our programs season is year-round and we will expect you to get up to speed on the participant navigation process within the first few weeks in order to deliver impactful experiences to our participants in 2019. This means you must be able to effectively and professionally balance learning a new role and new processes, while overseeing a successful small team at the same time. Ability to manage competing tasks and effectively prioritize, while helping others to do the same is critical.

You'll take your enthusiasm and passion for our mission and let that energy shine through to our greater community. You'll remain positive throughout the program season and be seen as a leader who brings a whole lot of excitement and purpose to this line of work. 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 ours – 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](mailto:programs.jobs@firstdescents.org) with "Program Manager" in the subject of your email. 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.