

## PROGRAM COORDINATOR JOB DESCRIPTION

As a Program Coordinator at First Descents (FD) you will be responsible for program coordination and program recruitment 30+ programs per year. You must be hard-working, motivated, resilient, self-driven, flexible, optimistic, organized, and detail oriented. As a key point of contact with our community, it is imperative you are passionate about our mission and demonstrate a commitment to Justice, Equity, Diversity, and Inclusion (JEDI) in the outdoor and healthcare spaces. You will be a key member of the Programs Team and will report directly to the Senior Program Manager.

### RESPONSIBILITIES:

#### Program Coordination

- You will be responsible for planning and executing your assigned programs – this includes vetting and coordinating with third-party vendors (outfitters, lodge owners/managers, and rental van companies) to ensure the program is safe, meaningful, and successful
- Ensure that our on-the-ground team of field staff, volunteers, and partners have all the supplies and information that they need to implement a safe and meaningful program
- From beginning to end, you'll keep track of each program in Salesforce – diligent recording and organization will be paramount to your success; you will be responsible for monitoring the performance of your program and making the necessary changes as required

#### Program Recruitment

- As inbound inquiries come in, you'll be responsible for quickly following up with prospective participants via phone, email, and text message – you'll help participants better understand their FD journey and be well-versed in all our programmatic offerings
- Ensure each participant has all of their information, medical forms, and surveys filled out on time and delivered to relevant parties (e.g. Medical Reviewers, Lead Staff, etc.)
- Comply with FD medical review policies and practices and escalate any related issues
- Other duties and projects as assigned, including but not limited to: volunteer training and management; data management; performance monitoring; contract staff support; communications; and more

### DESIRED SKILL SET:

You will have the following qualifications:

- Two (2) to five (5) years of professional experience working on a team
- A demonstrated commitment to the mission and values of First Descents
- Experience in a related field (e.g. outdoor recreation programming, customer service/sales, healthcare advocacy, non-profit programming, community organizing, etc.) is desired
- Proficiency in or a willingness to learn Salesforce to manage standard processes and workflows
- Proficiency in or a willingness to learn common office tools, including Gmail, Google Docs, Microsoft Office, project management software, etc.
- Drive, initiative, and commitment to constantly improve
- Attention to detail, highly organized, and thorough
- Adaptability and flexibility to changing priorities and circumstances

- Experience project scoping and self-management, including staying on top of tasks and priorities with minimal supervision
- Strong communication skills, including written and oral communications
- Open minded and considerate of all options, perspectives, and opportunities
- Critical thinking and problem solving skills

The FD Programs Team is a high-performing and dedicated team of individuals. We are looking for someone who is humble, resilient, a problem-solver, motivated by challenge, eager to make improvements, optimistic, and flexible. 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 and encourage self-care and take the necessary time to recharge.

#### **INSIDE DETAILS:**

This is an hourly, non-exempt position based at our headquarters in Denver, CO, typically working from 8:30am to 4:30pm on weekdays. There may be a few times throughout the year where you may have to work a night or weekend here or there.

We offer competitive health benefits, 4% employer retirement matching, 25 days of PTO annually, paid parental leave, a professional development stipend, a health and wellness stipend, staff retreats and outings, an amazing office environment (with adjustable standing desks, ping-pong tables, and well-behaved dogs), and trips our programs to experience FD's work first-hand.

First Descents prides itself on being a fiercely inclusive community with an ongoing commitment to justice, equity, diversity, and inclusion (JEDI). We know that cancer and other serious health conditions do not discriminate, and we are dedicated to serving all categories of identity. Our programs use the healing power of adventure to build supportive networks and ignite the Out Living It spirit.

The compensation range for this position is \$17.80-\$20.20 per hour.

#### **APPLY:**

To get started, please send your resume and cover letter to [programs.jobs@firstdescents.org](mailto:programs.jobs@firstdescents.org) with "Program Coordinator" in the subject. 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 by demonstrating important life experiences, personal interests, and skill sets.

*First Descents is an equal opportunity employer. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.*