River Program Manager

Job posted by: Environmental Traveling Companions
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Job description

Organization: Environmental Traveling Companions (ETC) is a nonprofit, volunteer-based organization that makes the joy and challenge of outdoor adventures accessible to people with disabilities and disadvantaged youth, inspiring self-confidence, connection to nature, and stewardship of the environment. Over the past four decades ETC has served over 75,000 participants in our accessible Sea Kayaking, Whitewater Rafting, Cross Country Skiing and Youth LEAD Programs.

Position Title: River Program Manager
Reports to: Executive Director

Position Description: The River Program Manager is responsible for the oversight of ETC's whitewater rafting program, primarily serving people with disabilities and youth from underserved backgrounds. Successful candidates will have a proven track record in outdoor program management, whitewater rafting skills, outdoor leadership, along with organizational and administrative skills.

Mindsets:
• You are inspired by ETC's mission and community of participants, volunteers and donors and are motivated to clearly articulate the impact of our programs.
• You are a strategic thinker and keep the big picture in mind along with getting the process and the details right.
• You are a team player and your colleagues trust you and enjoy collaborating with you to deliver ETC's mission and to grow the quality and size of our programs.
• You believe in the power of outdoor adventures and environmental education programs to build confidence and self efficacy, along with inspiring connection to nature and a stewardship ethic.

Duties & Responsibilities:

Outreach & Program Booking
• Maintain and build new relationships with program partners to book a full schedule of trips, meeting annual participant numbers, demographics and financial targets
• Maintain trip booking database and financial records • Develop email communications and social media for program outreach

Staff & Volunteer Management
• Annually recruit and train a volunteer cohort and orchestrate a River Guide School
• Hire and manage Field Interns, Guides, Trip Leaders, and Program Associate
• Facilitate staff training, scheduling, and evaluation
• Ongoing email and phone communication with guide community

Program Operations
• Responsible for program quality and logistics, ensuring every ETC adventure is conducted in a safe, educational, and fun manner
• Oversight of program equipment and vehicles
• Collaborate with ETC River Caretaker for property needs
• Guide and lead river trips as needed
• Development and management of program budget

Risk Management
• Serve as an on-call resource, providing guidance to field staff and volunteers
• Ensure volunteers and staff adhere to ETC’s Policies and Procedures

Program Evaluation
• Conduct program evaluation with agency partners and individuals
• Review guide evaluations to track program safety, quality, education and needs
• Write quarterly reports for the Executive Director and the Board of Directors

Qualifications:
• Minimum of two years outdoor program management experience
• Technically competent whitewater raft guide with at least three years of guiding experience
• Proven experience managing staff and volunteers
• Experience with underserved populations, including people with disabilities and youth from underserved backgrounds
• Excellent written and verbal communication skills
• Self-starter with the ability to work independently
• Strong organizational and administrative skills
• Computer literacy (Salesforce experience preferred) WFA and CPR certification. WFR or WEMT strongly preferred
• Experience vehicles with raft trailer preferred

Background and Motor Vehicle Record Check: Employment with ETC is contingent upon a criminal history record check and motor vehicle record check.

How to apply
To Apply: Submit a resume and cover letter stating how this position fits your professional background and career goals. Email to Magen Kuzma at officemanager@etctrips.org. In the subject line please write “River Program Manager application”.

This position will remain open until filled.

People from diverse backgrounds are strongly encouraged to apply!