



June 1, 2018

Job Description: Operations Manager

Organization Overview:

AIARE is the leader in avalanche education in the USA. We develop curriculum and train instructors to deliver high-quality, field-based courses through a network of over 100 provider organizations that in turn reach almost 10,000 participants per year with our recreational program courses. Our professional training program has set the standard in the industry for over a decade. We prioritize course quality in every decision we make. AIARE is a 501(c)(3) non profit organization where highly motivated self-driven individuals will stand out and are recognized.

Position Summary:

The Operations Manager works closely with the Recreational and Pro Program Directors to provide operational oversight for all educational course programs delivered directly by AIARE. The Operations Manager is responsible for all the operational and logistics associated with the production of AIARE Instructor Training Programs and AIARE Professional Training Courses.

Reports to:

Recreational Program Director, Pro Program Director

Primary Tasks and Responsibilities:

- Provide exceptional customer service including timely and professional responses to phone and email inquiries
- Serve as a support role to the AIARE Trainer Team, the AIARE Pro Instructor Team, Recreational Program Director, Pro Program Director, Education Committee Chair, and Executive Director
- Organize and oversee logistics for all field and classroom courses that AIARE offers in its Instructor Training and Professional Training Programs
- Coordinate with AIARE venue partners to ensure classroom and field locations meet the requirements of each particular course
- Coordinate with Education Committee Chair and Course Leaders/local Instructors in planning logistics, including meeting rooms, lift tickets, and instructor lodging. Liaison and partner with venue operators to plan and execute specific venue demands, including weather study plot site
- Manage and execute AIARE's operational risk management plan in the planning, execution, and follow-up to AIARE courses, including maintaining necessary permits, insurance, and emergency response and communication plans
- Apply for and manage permits to operate on public lands
- Supervise operational budget. Provide reports on enrollment, course costs and expenditures on regular basis to the program and executive directors
- Works with Recreational and Pro program directors to maintain staff schedule. Coordinates travel and lodging for Instructor Staff



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- Interacts with and responds to student requests prior to course. Assists with administration and paperwork associated with courses, including working with with AIARE Education Committee Chair to process student applications
- Track and maintains equipment inventory used on courses. This may include purchasing and storing equipment during the winter season, tracking and keeping an inventory of equipment, and communicating with course instructors to troubleshoot or repair equipment issues and resupply consumables
- Work closely with and provide logistical and administrative support to course instructors prior to, during and after the course
- Oversee 24hr emergency call line during AIARE Instructor Training and Pro Programs
- Coordinate post-program logistics, including:
 - Distribute and collect course feedback/program evaluation
 - Distribute student grades and evaluations. Work with Course Leaders to finalize and distribute student certificates and instructor written remarks
 - Organize program reports
 - Send thank you responses to venue hosts and guest presenters
 - Receive student course appeals and/or complaints. Work with Education Committee Chair and Technical Advisor to resolve issues
- Work with the Recreational Program Director, Pro Program Director, and Education Committee Chair to improve the operational systems, processes and policies of AIARE Trainer and Pro Programs
- Other responsibilities as assigned

Qualifications:

- Demonstrated operational management experience
- Strong written and verbal communication skills
- Exceptional customer service skills
- Demonstrated ability to solve problems in dynamic situations
- Experience successfully working on a geographically distributed team, often with no in-person contact with teammates or supervisors
- Self-starter able to work independently in a highly dynamic rapidly evolving small non-profit
- Highly organized, with an eye for creating, documenting and improving processes
- Experience with G-suite, Salesforce and FileMaker Pro, Wrike or other project management software
- Ability to manage and maintain relationships with stakeholders and program partners
- Motivated self-starters who are able to execute required short-term tasks while being able to support long-range planning will excel at AIARE

**Desired qualifications:**

- Familiarity with the US Forest Service and National Park permitting process
- Winter backcountry traveler

Working Conditions:

This is a virtual position as AIARE has no central office, however most AIARE employees currently live in the Pacific time zone. You will need to be able to work independently and be comfortable communicating using a variety of modern technologies and web-based platforms. Working hours are flexible, but you must be able to respond to email and phone calls in a timely fashion and be able to meet firm deadlines.

Time commitment:

This is a full time position for 9 months of the year, September through May, with light part time work June through August. “Light part time” is defined as being available 1-5 hours per week, and able to communicate within 24-48 hours.

During the high season (Dec-Mar), occasional weekend and on-call work will be required to support courses.

Compensation:

This is a salaried position, \$40,000 per year. \$35,000 for the nine months September through May, and \$5,000 for the months June, July, and August. Between hire date and September 1, 2018, compensation will be \$22.50/hour.

Limitations and Disclaimer:

This job description indicates in general the nature and levels of work, knowledge, skills, abilities, and other essential functions (as covered under the Americans with Disabilities Act) expected of an incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of an employee. An employee may be asked to perform other duties as required.

How to apply

Interested applications can send a cover letter and resume via email to jobs@avtraining.org. Please reference Operations Manager in the subject line of your email.

Applications will be accepted through June 22, 2018. We will conduct interviews the week of June 25-29, with an expected start work date of August 1, 2018