

The Mountain Retreat and Learning Center

Program Manager

Job Description

SUMMARY OF KEY DUTIES

The Program Director is a key member of the MRLC leadership team and has a key role in providing meaningful and transformative program year-round for Adults and Youth. They will expand and build on current Mountain programs focused on furthering our mission of being an ecologically-conscious retreat and learning center. They will work alongside the Youth Program Coordinator to ensure successful MountainCamp and Youth Cons programs throughout the year. The program Director will design, plan and implement all Mountain Design programs such as Intergenerational Camp, Grateful Gathering, Homecoming and more while expanding our programming for Adults and Youth all year long. The program Director's focus is to align with our mission to expand on Environmental Education, Social Justice, Climate Justice, Adult learning and more so our staff and guests can make a difference in the world. The Program Director will also oversee the Volunteer program that maintains our database of volunteers who help with programming, maintenance projects, guest services, hosting and more. Volunteers are key to our organization and can provide much needed support to carry out our vision for all departments. Organizing work parties and maintaining regular communication with our Volunteers is important while updating our Volunteer manuals and ensuring all Volunteers are trained and appreciated is crucial.

SPECIFIC JOB RESPONSIBILITIES

- **General Program Implementation**
 - Coordinate the planning, logistics and implementation of year-round programming
 - Expand current programming for groups & retreat guests during their stay here to include hikes, outdoor education and more for youth and adults
 - Develop programming to include more offerings and workshops on Climate Justice, Social Justice and more to further our mission
 - Communicate with Conference/Retreat group coordinators for specific programming needs during their stay
 - Coordinate the planning, logistics and implementation of Mountain-designed programs, (Volunteer work weekend, Homecoming, Thanksgiving etc.)
 - Evaluate the effectiveness of each program, using this information to implement improvements in program design, cost effectiveness and positive impact on the lives of participants.
 - Work with Marketing and Development to promote and achieve maximum participation in programs
 - Network with outside organizations to expand our program reach and to bring in outside instructors and
- **Volunteer Coordinator Responsibilities**
 - Provide clear and succinct descriptions and expectations for volunteer opportunities in all departments of The Mountain that will inspire people to participate in our program vision
 - Develop training plans for volunteers in each and all categories of needs with the help of Department heads
 - Recruitment plan for expanding database and promoting our Volunteer program
 - Communicate with all Departments on a regular basis to plan ahead for future needs
 - Daily monitor and respond to volunteer emails.
 - Ensure proper paperwork is being given and background checks if needed.
 - Maintain and update Volunteer page on the website to show current needs
 - Update database for tracking and accounting of skills and time
 - Recognition and acknowledgements of volunteers

Serve as member of The Mountain's Leadership Team.

- Strive to be a role model and team player for all staff
- Stay current on office procedures and software functions and be ready and willing to support Guest Services as needed.
- Collaborate with the Business Development Coordinator in order to ensure all booking opportunities are realized and each program is fully enrolled.
- Read and respond to e-mails promptly, listen and respond to phone messages when on-duty.
- Be an engaged and positive member of The Mountain community. Participate in staff meetings.
- Promptly respond to trustee requests and attend Board meetings when invited.

REQUIREMENTS, SKILLS & ABILITIES

- Understanding of experiential education and how young adults learn and develop.
- High energy level – upbeat, creative and resourceful with the ability to effectively work with youth and adults in a spiritual, community-building environment.
- Background in camp administration, volunteer organizations and program coordination a plus
- Knowledge of experiential learning, outdoor skills, or recreation management
- Ability to foster a cooperative, team- oriented work environment.
- Excellent communication skills with people of all ages, including listening, speaking and writing.
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- Understanding of Unitarian Universalist values; knowledge of how the UUA and regions work in support of local congregations is very valuable.
- Ability to work flexible, at times intensive hours, including evenings, weekends and holidays as needed. Balancing the demands of the job with personal health and wellness is essential.
- Understands and can manipulate website content management and social media. Seek out additional resources and continuing education to stay ahead of this learning curve.

Supervised By: Executive Director

Supervises: Program Volunteers

Collaborates with: Guest Services, Maintenance, Kitchen, Finance, Farm, Marketing and Development

Job Performance and Accountability: New hires must read the Employee Handbook, and sign off on an understanding and acceptance of all policies and procedures. Upon commencement of employment, a new hire will work under a 90-day adjustment period. The suitability of the employee to the job and his/her fit with the community standards will be carefully assessed. This is a critical period for the employee to determine their own comfort level with the job and The Mountain. After this period, upon mutual agreement, the employee will convert to regular status and become eligible for all applicable benefits. A formal, annual performance review will be conducted by your supervisor.

AAP/EEO Statement

The Mountain Retreat and Learning Center is an Equal Opportunity Employer and is committed to the full inclusion of all.