



Volunteer Programs Manager

October 6, 2009

POSITION SUMMARY

The Volunteer Programs Manager (Manager) is an integral part of the American Hiking Society team, with primary responsibility for management of all aspects of the Volunteer Vacations Program. American Hiking's Volunteer Vacations program is one of America's premier citizen stewardship programs, consisting of a series of week-long trail projects that give people opportunities to explore America's public wildlands while learning and employing new skills including trail maintenance techniques. The Manager must work closely with public land managers and non-profit partners as well as supervise volunteers, volunteer crew leaders and interns to ensure the program success and customer satisfaction.

DUTIES AND RESPONSIBILITIES

Program Development & Management

Volunteer Vacations Program & Alternative Break Program

- Work with public land managers, Alliance members, universities, and other partners to solicit and secure project sites and ensure successful implementation of all projects.
- Coordinate all aspects of trip planning among project hosts, participants and agencies, including efficient and appropriate data tracking tools development and implementation.
- Work with project hosts to set and maintain standards for quality work and positive volunteer experiences, including development of Volunteer Vacation and Alternative Break Host Guide.
- Ensure proper risk management protocols, including development of a Risk Management Plan, ensuring appropriate training opportunities for crew leaders and staff, and coordinating with American Hiking management team on development of liability insurance programs for American Hiking members and volunteers, crew leaders and hosts.
- Manage all aspects of participant registration process, including coordination and production of all materials for participants' confirmation packets.
- Ensure appropriate tracking and reporting of all volunteer hours and other program measurements, including standardization of collection and analyses methodologies.
- Manage all aspects of crew leader development, including recruitment, orientation, training and recognition, including hosting semi-annual crew leader trainings.

Communications & Marketing

- Develop web-based schedule each year and maintain all relevant web pages.
- Coordinate production and distribution of printed yearly trip schedule.
- Develop and produce year-end program report each year highlighting project accomplishments, with a focus on corporate sponsors and federal partners' goals.
- Develop appropriate program support and promotional materials, including volunteer, crew leader and host recognition products.
- Coordinate with Director of Marketing to issue periodic press releases, and develop and distribute other promotional materials targeted at potential participants and partners.

- Collaborate with other staff to promote the program to potential participants, hosts and sponsors, including writing and editing for American Hiking print and electronic media – website, *American Hiker*, e-mail communications and media specific projects.
- Represent American Hiking at appropriate public events to promote the program and organization, including relevant conferences, trade shows and events as directed by American Hiking management team.
- Track and maintain annual list of all Volunteer program related media coverage.
- Coordinate with American Hiking management team to develop and implement public events that promote all organizational programs, initiatives and partnership goals.

Operations & Development

- Responsible for development of annual program work plan(s) and budget(s), fiscal management, and participation in program fund raising.
- Coordinate with American Hiking management team to identify and secure expanded sponsorship and promotional partnerships for Volunteer programs, including development of grant and sponsorship proposals, and participation in meetings and/or events that support these fundraising efforts.
- Coordinate with American Hiking web team and consultant(s) to manage and maintain website and database functions for Volunteer programs, including employing CMS for monitoring and updating program web pages to ensure content is current, compelling, accurate, relevant and user-friendly.
- Coordinate with American Hiking management team to develop successful recruiting, training and effective management of American Hiking Internship program.
- Assist American Hiking management team with semi-annual Board of Director’s meetings preparation and hosting, and assisting in the management of select Board committees.

QUALIFICATIONS

- Bachelor’s degree in recreation, environment, or related field.
- Motivated self-starter with strong multi-tasking skills and an ability to manage complex, national-level programs. Excellent administrative, fiscal management and organizational skills.
- Excellent written and verbal communication skills. Ability to prepare a variety of graphic communication tools such as brochures, fact sheets, plans, and other print and web-based media. Familiarity with media and public relations is a plus.
- Proficiency in MS Office software applications, database management, presentation software, website content management applications, and electronic/social networking communications programs.
- Ability to work with limited supervision, including long hours and occasional weekends.
- Willingness to hike, backpack and do occasional, sometimes strenuous field work, including trail maintenance.
- Two years experience with volunteer management desired and commitment to the mission of American Hiking Society.

WORK ENVIRONMENT

American Hiking Society is the only national organization dedicated to promoting and protecting America’s hiking trails, the natural areas that surround them, and the hiking experience itself. We provide an exciting, creative, and professional yet relaxed nonprofit atmosphere with a strong outdoor and conservation ethic. Position requires a willingness to hike and share a love of the outdoors with all stakeholders. Occasional weekend and long hours required. American Hiking Society is an equal

opportunity employer and offers benefits including health, retirement plan, discounts on outdoor gear and generous vacation.

Send cover letter and resume to 'Volunteer Programs Manager Job Search,' American Hiking Society, 1422 Fenwick Lane, Silver Spring, MD 20910 or email same, with job title in subject line to kim@AmericanHiking.org. Visit www.AmericanHiking.org for more information.