



ELEVATING THE SPECTRUM
FOR INDIVIDUALS WITH AUTISM

Adventures Program Administrator Job Description

Job Description for: Adventures Program Administrator	Start Date: September 2020
Reports to: Assistant Director of Adventures	Section: Adventures
Classification: Non-Exempt	Term: Full time, year-round

About Ascendigo: Ascendigo is a nonprofit organization that enhances the lives of children and adults living with autism spectrum disorder (ASD) through outdoor/sports education, employment, adventure camps, community integration and an array of behavioral health services. We are headquartered in the heart of the Roaring Fork Valley (Carbondale, CO) and provide programming to over 200 individuals with autism of all ages from Aspen to Rifle. Currently, Ascendigo employs approximately 55 full- and part-time staff members with an additional 60-65 seasonal employees during the summer (June-August). In 2019, Ascendigo celebrated its 15th anniversary as one of the premier nonprofits in the Aspen community and was named "Nonprofit of the Year" by the Carbondale Chamber of Commerce.

Job Summary:

The Adventures Program Administrator (APA) supports the Adventures Program to ensure that camps are well attended and administered professionally. The APA has responsibilities that vary depending on whether a camp is in session or between sessions. During camps, the APA is responsible for ongoing registration, documentation, camp staff onboarding, camper intake, regulatory compliance, and onsite troubleshooting for each seasonal camp. When camps are not in session, the APA is responsible for maintaining contact with camper families and registering participants for the next program. During the summer residential camp, the APA will work onsite and be the primary on-site office staff person while other members of the Adventures Team are off site. The APA is often the first point of contact for families or staff new to Ascendigo Autism Services.

Essential Job Functions:

- Provide information to clientele and prospective customers regarding all Adventures programs
- Updates families on registration opening each season, and updates program offerings
- Processes incoming registrations and follows up on program inquiries via voicemail, email, fax and/or in person within 48 hours of receipt
- Updates Parent Handbook and additional resources yearly or as needed
- Updates and manages program descriptions, pricing, and program dates in the registration software system
- Continuously works to update and inform team and HR of new or changing CDHS licensing regulations for staff and participants
- Updates and manages participant forms in the registration software system
- Manage clientele database to properly register clients, prepare reports, support scheduling and assignments, registration, etc.
- Ensure that all necessary forms are received in a timely manner and processes accordingly with efficiency and accuracy
- Assists in tracking all program invoices
- Collects outstanding balances and tracks program enrollment
- Processes winter program registrations through Aspen Ski Co., including lift ticket purchases,

Effective Date: 9/17/20

rentals, and private lesson logistics

- In charge of schedule communication with all summer and winter staff
- Facilitate distribution of clientele intake paperwork, data collection, lesson plans, coaching tool kits, and other useful information to appropriate staff members
- Distributes all necessary waivers to vendors in a timely manner
- Distributes all necessary medical paperwork to Nurse in a timely manner
- Updates and assists with summer and winter staff recruitment efforts.
- Acts as a liaison between the Marketing and Adventures Team for distributing and updating pertinent program information
- Updates all Adventures job descriptions and offer letters on a quarterly/yearly basis
- Facilitates onboarding process for new hires and returning staff members
- Sends, reviews, and processes onboarding paperwork for HR and CDHS compliance
- Maintains accurate records, prepares, and submits reports as requested by management in a timely manner
- Assists with coordinating logistics of participants, instructors, and families, including on mountain operations during winter programming
- Attend staff meetings and pre-camp trainings. Recording notes and minutes
- Is available for direct care assistance with participants as needed
- Completes office functions including typing, data entry, filing, copying, and stuffing envelopes for billing and mailing
- Answer phone calls and takes accurate messages as needed
- Interacts positively with all clientele (participants, families, staff, community members)
- Extremely flexible and understanding that this Job description is an outline of duties and is subject to addition and modification based on the needs of the company

Other Job Duties: Arrives to work on time, engages in appropriate behavior with clients and families at and outside of work, appropriate interactions with supervisors & managers, attends trainings, and meetings, check email daily. May be asked to help with other Ascendigo programs as needed.

Physical Requirements/Equipment Used:

- PC computer, safes, filing systems, room key systems, other
- Physical ability to anticipate and respond appropriately to direct care situations (sun exposure, varying environmental conditions, etc.)
- Requires eye-hand coordination and manual dexterity to manipulate all facets of administrative and direct care duties. With reasonable accommodations, the ability to record, prepare, and communicate appropriate camper activities/programs

Qualifications:

- Preferred two years of administrative experience
- Knowledge of the field of autism as it pertains to adults and children.
- Understanding and ability to learn behavioral approaches as practiced by Ascendigo, including the ability to allay maladaptive behaviors while maintaining calm and composure, principles of Natural Developmental Behavioral Interventions (NDBI), using positive behavior support plans and recognizing natural teaching opportunities and acting on them.
- Follow the policies and procedures of the organization.

In addition,

- Must be age 18 or over and have legal working status.
- Must maintain a valid driver's license and excellent driving record.
- Must have a clean background check in accordance with state licensing requirements
- Must successfully complete required training.
- Must provide a current CPR/First Aid certification.
- At least a high school diploma; Bachelor's degree or higher preferred
- Must have flexibility to travel for occasional professional development and resident activities.
- Must have a cell phone that can receive texts and phone calls

Knowledge, Skills, Abilities:

- An understanding of ASD
- Competent in Microsoft Office (Excel knowledge a must)
- Excellent Adobe Software skills
- CDHS licensing knowledge highly preferred
- Ability to manage registration and staff hiring software (Ascendigo will train, but intuition on database software is preferred)
- Excellent situation awareness
- Ability to make sound decisions, with little direction
- Excellent customer service skills
- Ability and willingness to work as a team member
- **Organized, detail oriented, and possess excellent interpersonal communication skills**
- Able to set and meet deadlines
- Enthusiastic, dependable and has a sense of humor
- Willing to follow directions and take initiative
- Even-tempered and able to adjust tasks in accordance with changing priorities
- Understanding of the Ascendigo mission as well as a commitment to be a positive role model

Personal Characteristics: Should be committed and passionate about the Ascendigo mission of a holistic, active, community-based, independent, and person-centered life. He/she should believe in the dignity and potential of our clients. Additionally, should:

- **Show maturity, responsibility, and dependability** and follow through on tasks with modest supervision.
- **Be diplomatic and discreet:** commitment to maintain strict confidentiality and respect of clients and the privacy of residents and their families.

- **Be proactive:** taking the initiative, willing to pitch in and assist.
- **Behave ethically:** understand ethical behavior and business practices and ensure that their own behaviors are consistent with these standards and aligns with the values of Ascendigo.
- **Build relationships:** establish and maintain positive working relationships with others, both internally and externally.
- **Communicate effectively:** speak, listen, and write in clear, thorough, and timely manner using appropriate and effective communication tools and techniques.
- **Creativity/Innovation:** develop new ways to improve operations of Ascendigo and to create new opportunities.
- **Focus on client and family needs:** anticipate, understand, and respond to the needs of clients or families to meet or exceed their expectations and provide high quality care.
- **Foster teamwork:** work cooperatively and effectively with others to set goals, resolve problems, and make decisions.
- **Lead:** positively influence others to achieve results that are in the best interest of Ascendigo.
- **Make decisions:** assess situations to determine the importance, urgency, and risks, and make clear decisions which are timely and in the best interests of Ascendigo.
- **Organize:** set priorities, develop a schedule to accomplish required tasks monitor progress toward goals, and track details, data, information, and activities.
- **Solve problems:** Assess problems situations to identify courses, gather and process relevant information, generate possible solutions, and make recommendations and/or solve the problem.