



Title:	Program Administrator
Location:	Venture Outdoors Office - South Side
Reports to:	Community Program Manager
Employee Status:	Salaried, non-exempt, with benefits
Hours:	Full time, Monday - Friday, 9AM – 5PM, including occasional weekends and weeknights

Venture Outdoors is a nonprofit organization dedicated to connecting everyone to the benefits of outdoor recreation throughout Southwestern Pennsylvania. We provide a variety of activities that inspire an active lifestyle, promote the region's unique natural amenities, highlight its excellent quality of life, and foster a greater appreciation for the environment.

The **Program Administrator** is a detail-oriented, outgoing and energetic individual who has a passion for getting people outside. The Program Administrator is responsible for providing a high-quality customer experience to program participants that call, email, or stop by the office to register and ask questions about outings. The Program Administrator supports the Program Department by processing post-trip paperwork, maintaining an internal Trip Leader Resource wiki site, and contributing to the marketing of programs. The position requires an ability to quickly organize and process large volumes of materials from within programming, as well as contribute creatively in support of the department. The following are the responsibilities that have been initially defined; however, flexibility, positivity, and a willingness to participate in the development of the position and the department will be important for success.

Primary Responsibilities:

- Staff the Venture Outdoors program reception desk from 9am–5pm, Monday through Friday;
- Answer customer and client questions (via e-mail, phone and walk-ins) related to Venture Outdoors programming (700+ outings annually);
- Transfer emails and phone calls beyond scope of knowledge to appropriate staff member or department;
- Assist with program participant registration, including management of waitlisted participants;
- Distribute all approved materials to program participants;
- Notify all participants when programs are cancelled assisted by additional staff when needed, and close all programs once registration deadlines have passed;
- Process refunds, transfers or trip credits for participants;
- Use and monitor credit card processing system;

- Solicit and process all public outing post-trip paperwork and address any discrepancies so that the website database is accurate;
- Check any possible missed transactions/registrations, and follow-up with participants to make sure that all information is recorded and registration for programs is completed successfully;
- Prepare volunteer newsletter twice per month;
- Create and review content for public program marketing materials in collaboration with the Media and Communications Coordinator;
- Maintain Trip Leader resources, including a wiki site, certification records, and contact information;
- Assist with the development of the quarterly public outing schedules;
- Create and distribute outing information sheets and post-trip evaluations;
- Understand and be able to speak to the various components of the organization;
- Be familiar with and follow all Venture Outdoors' policies;
- Other duties as assigned.

Secondary Responsibilities:

- Assist with preparing for outings and trainings;
- Assist with special projects, such as preparation of handbooks and manuals, trainings, and activities for organization-wide events;

Qualifications:

- Exceptional interpersonal and customer relations skills, highly organized with strong attention to detail;
- Knowledge of or a willingness to learn a large variety of outdoor recreation activities including fishing, hiking, paddling, etc.
- Knowledge of or a willingness to learn regional outdoor recreational amenities, including parks, trails, outfitters, etc.
- Able to work well both independently and as a team member;
- Exemplary verbal and written communication skills;
- Ability to manage multiple tasks in a fast-paced environment;
- Proficient in the use of Microsoft Office and Google suites, Word Press, and wiki sites. Experienced with database and social media technology.
- Strong work ethic and ability to multi task in a fast-paced office environment.

Requirements:

- Undergraduate Degree in a related field or 3-5 years comparable experience;
- Experience with computer programs (i.e. Microsoft Office Programs, Google, etc.);
- Outdoor Leadership Training (may acquire upon hiring);
- A valid driver's license;
- PA State Act 33/34 Background Clearances and FBI Background check;
- Current CPR and First Aid certifications.

Reports To: Community Program Manager

To Apply:

Please send cover letter and resume to:
Adriane Harrison, Human Resources Coordinator
Venture Outdoors
33 Terminal Way
Suite 537 A
Pittsburgh, PA 15219

Or email: humanresources@ventureoutdoors.org

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