

Up with People Road Staff Position Description

Title: Operations Coordinator
Reports to: Cast Manager
Department: Cast Operations
Starting Date: January or July



Core Responsibilities:

- Act as a coach, role model and mentor in the participants' learning.
- Maintain a safe and respectful multicultural learning environment.
- Be adaptable and flexible in a fast paced, constantly changing environment.
- Develop and foster a community amongst the group that allows for a transformative experience for participants and community members.
- Attend to participant needs, counseling and feedback.
- Work with all staff facilitators to ensure the successful implementation of the entire Up with People program by participating in a variety of program components.
- Build and maintain relationships with outside constituencies, including host families, prospective participants, donors and supporters.

Specialized Responsibilities:

Logistics

- In collaboration with Cast Staff/Promotion Staff/Tour Managers/Regional Directors, coordinate all areas of logistics of each city and day, including: transportation of the group on travel days as well as bus use in cities, host families, meals, and facilities.
- Work with Sales Team to create Weekly Blocking Sheet to fulfill sponsor expectations and monitor and update with Cast Staff and Promotion Staff to insure balanced schedule from both fulfillment of sponsorship and cast experience.
- Be responsible for creating and managing daily schedules for the cast.
- Ensure effective and timely implementation of the daily schedule.
- Coordinate and lead regular logistical update sessions.
- In collaboration with the Director of Cast Operations coordinate group flight arrangements and handling of tickets.
- Compile and manage cast logistical information such as passport copies, emergency and health information lists, flight lists, etc.
- Implement and maintain daily operational systems for the cast.
- Participate in Promotion Team trainings and debriefings.
- Act as the primary logistical liaison between the Advance Teams, Tour Managers/Regional Directors, Director of Cast Operations and the Cast Management to ensure a quality experience for the community and participants.
- Make daily operating decisions with the Cast Management and Tour Managers/Regional Directors.
- Guide/Coach intern teams throughout the semester; coaching them in their learning goals, facilitating mid-point check-ins and evaluations, as well as final evaluations.

Finance Operations

- Manage the road accounting by distributing money, paying for expenses, collecting receipts, appropriately tracking expenses and budgets and then submitting transactions to the Denver office in a timely and accurate manner.
- Be responsible for carrying Up with People financial resources such as operating cash and credit cards as necessary.
- Responsible for setting up and managing the box office and collecting and accounting for all box office receipts for total gate and split contracts.

Qualifications:

- Excellent organizational skills
- Strong verbal and written English skills
- Experience in high intensity work environment
- Great public speaking skills
- Ability to maintain confidentiality and exercise discretion
- Experience with event management
- Experience with budget management
- Proficient computer skills, including Word, Excel, PowerPoint and Outlook
- Experience in the facilitation of experiential education programs
- Lived or worked in a foreign country preferred, not required
- Second language skills preferred, not required
- Successful experience in crisis management
- Successful experience in conflict resolution
- History of demonstrating solution based approaches while maintaining a positive outlook to tough situations
- A model of exemplary ethics

Notes:

- This position description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the position.
- This position expects a minimum one year (two-tour) commitment.
- All Up with People road staff members are expected to have a valid driver's license and be willing to drive in all regions of the tour.
- Transportation from your home airport to Denver as well as from your last project assignment of the semester to your home will be covered by Up with People.
- This is a volunteer staff position. As a result no compensation is offered. You will receive a monthly per diem towards reimbursement of expenses.

Application Procedure:

To apply for this position, please send a resume or CV along with a cover letter to Employment@upwithpeople.org. In the "Subject" line put your name and the position for which you're applying along with the program start date, (January or July and Year)