



Job Description: Member Services Manager

Position Summary

The Member Services Manager is a core member of the AIARE team and serves as the backbone of day-to-day communications with AIARE Providers, Instructors and Students, as well as providing critical support for AIARE including office operations. This full-time, remote position reports to the Executive Director.

Company Overview

AIARE is a 501(c)(3) nonprofit organization that develops avalanche education curriculum, trains professionals to instruct that curriculum to deliver recreational avalanche education courses. AIARE also develops curriculum for and trains avalanche professionals in a training program that has set the standard in the industry for over a decade.

AIARE is a small organization, based in Colorado, with core administrative and program staff virtually located across the US west and managing a contract instructional staff of about 40 to deliver professional training programs.

Job Duties

- Maintain daily virtual office: phone & general email inquiries
- Database Administrator: Responsible for day-to-day data entry; evaluates the needed improvements/modifications to existing database; responsible for maintaining the integrity and performance of data.
- Website Administrator: Oversee the functionality of the website, evaluate and manage website performance, facilitate hosting and server management, maintain and update website content.
- IT Administration: Manage users, groups, emails etc on Gsuite; Manage team drive - help staff with organization, downsizing, archiving etc.; Track and make payments on various cloud subscription services: Zoom, SurveyMonkey
- Financial Administration: Responsible for tracking payments and refunds associated with AIARE programming.
- Support AIARE's Recreation Program to:
 - Serve as point of contact for current providers and instructors - help answer questions, connect to appropriate staff, manage relationships.
 - Manage annual provider agreements, certificates of insurance, dues & invoicing for Providers, Instructors, and AIARE partners.
- Develop social media content and monitor AIARE's channels.



Working Conditions

This is a virtual position as AIARE has no central office, however AIARE employees primarily live and work in the Mountain and Pacific time zone. You will need to be able to work both independently while collaborating virtually, thus be comfortable communicating using a variety of modern technologies and web-based platforms.

Some travel should be expected for staff meetings and training.

Compensation

This is a full time position. \$50,000 annual salary. 403(b) retirement plan with 3% employer match. Generous time off including paid holidays, vacation. Access to Pro deals and opportunities for training.

Qualifications

1. Undergraduate degree.
2. Experience working in customer service.
3. Experience working with databases, backend website management.
4. Excellent communication skills; highly organized & detail oriented; self-motivated with the ability to work independently and remotely.
5. Proficiency with Microsoft Suite, GSuite, Adobe Creative Suite; experience with database (Airtable), WooCommerce, WordPress, Mailchimp or similar software.
6. Passion for AIARE's mission. Experience with backcountry travel and avalanche education is preferred.
7. An understanding of the role AIARE plays in Avalanche Education and the other Avalanche Education organizations in the industry. Knowledge of the AIARE Recreational and Pro Programs and the progression a student would take to AIARE's Instructor and Course Leader programs.

Limitations and Disclaimer: This job description indicates in general the nature and levels of work, knowledge, skills, abilities, and other essential functions (as covered under the Americans with Disabilities Act) expected of an incumbent. It is not designed to cover or contain a



comprehensive listing of activities, duties, or responsibilities required of an employee. An employee may be asked to perform other duties as required.

Starts

Immediately

How to apply

Interested applicants should send a cover letter detailing experience and resume to jobs@avtraining.org. Please put your name and 'Member Services Manager' in the subject line. We will begin interviews after June 6, 2021. This position will remain open until filled.