

American Alpine Institute^{Ltd.}

Program Coordinator Position Satellite Programs Focus at American Alpine institute

Intro to the Job:

The American Alpine Institute is a mountain school with a focus on climbing, mountaineering, skiing, snowboarding, technical rescue, canyoning, hiking, backpacking, and wilderness skills. The Institute provides programming for all skill levels in six states and in several countries. Additionally, AAI operates a retail shop and a mountain events center at its headquarters in Bellingham, Washington.

The Satellite Programs Coordination position is an entry-level job for a creative and energetic person with enthusiasm for people and outdoor recreation. The duties of this job include the full range of typical office operations.

As the person filling this role will learn the details of AAI programs and will gradually gain the knowledge to skillfully counsel and register program participants on the telephone, a climbing or mountaineering background is helpful, though not required.

Job Summary:

- Dealing with initial participant contact and passing each person on to the appropriate Program Coordinator.
- Managing participants on programs you're coordinating.
- Processing program registrations.
- Support of marketing efforts.
- Basic office operations.
- Communicating with participants via phone or email.
- Book permits and campsites for upcoming trips.
- Approve payroll for guide staff in Satellite Program Areas.
- Complete annual cost comparisons.
- Taking phone reservations from climbers and then shepherding them through the registration process.
- Helping participants choose between programs based on their background and goals.
- Development of newsletters, Instagram content, etc.

Job Requirements:

- A general familiarity with word processing and data base programs; an ability to type accurately and with good speed.
- An ability to speak articulately, comfortably, and clearly on the phone, conveying sincere interest and enthusiasm in the topics being discussed.
- An ability to write clearly, creatively, and effectively.
- An ability to become familiar with AAI programs and to gradually develop the skills to describe them accurately.
- An ability to attend to routine office management duties with precision.
- An ability to work with a high level of energy, commitment, and personal responsibility.

Attributes Helpful to Longer Term Advancement

- Experience in and understanding of mountaineering to a degree that will eventually allow you to understand AAI programs thoroughly and counsel participants on their choice of programs
- If you don't have climbing experience but would like to learn, you will be glad to know that employees at AAI can take the Institute's climbing courses without charge.

Wages and Hours

- \$18 to \$21 per hour depending on experience.
- Starting hours are 30 to 32 hours per week. Once the employee understands the role, this will be expanded to 40 hours a week.
- The work schedule is Monday-Friday, 9am to 5:30pm, starting at about six-hours per day. The length of days can vary, but we prefer work on five days each week rather than four. Certainly for special events, opportunities, or needs, the schedule could be shifted to four days occasionally.

Benefits:

Paid Personal Time Off -- Paid Personal Time Off (PPTO), which encompasses both paid vacation and paid sick leave, at a rate of .04 hours for every hour worked. Office and shop employees are entitled to use their accrued PPTO beginning on the 90th calendar day after the start of their employment or after they have worked 500 hours, whichever comes first.

Health Insurance Reimbursement – The health insurance reimbursement starts at \$60 a month. This is increased along with an annual raise.

Access to Pro Deals and Shop Discounts - Most climbing and skiing items are available. We also provide no-interest loans that you reimburse through your paycheck for shop purchases.

Access to AAI Programs - We can work out access to most AAI programs. In some cases, when there are licensing or food fees, there will be a small cost. But most programs will be free to you.

Expectations:

- Honesty and integrity
- Flexibility in scheduling
- A willingness to work hard
- Kindness and a sense of humor

Intro to Bellingham

Bellingham is an excellent place to live. With an extensive system of parks and trails, outdoor adventure can be found everywhere...!

- Climbers – Squamish is 2-hours away. Mt. Erie is 45-minutes away. And there is exceptional bouldering in town + a climbing gym that provides pro deals to AAI employees.
- Mountaineers and Alpine Climbers – We are at the gateway to a tremendous number of glaciated mountains and alpine rock climbing objectives. This is why we're located where we're located.
- Skiers and Snowboarders – The Mt. Baker Ski Area has world record snowfall. It is a steep and fun resort. The backcountry access is unparalleled.
- Mountain Bikers – In recent years, Bellingham has become a mountain biking destination. There are hundreds of miles of trails in and around the city for those of all skill levels.
- Hiking, Backpacking and Trail Running – There are thousands of options, many of which are within a short distance of our headquarters.
- River and Sea Sports – Bellingham is located on the ocean, with many rivers surrounding it.

Outside magazine ranked Bellingham #1 in the US for living in a place with great opportunity for outdoor sports. Bellingham is ranked 8th in the US by the Environmental Protection Agency for municipal governments committed to buying green energy. And the city is ranked number two in the U.S. for three other things: highest per capita use of the public library; highest per capita number of arts organizations; and the highest per capita number of espresso shops. In addition to that, Bellingham has 15 craft breweries within the city limits, and while we're not the highest per capita in this category, we're close.

In all seriousness, if you move here, you will become part of a part of a bright, energized, sports-minded, and environmentally conscious community that also happens to be very warm and friendly.

An Introduction to the American Alpine Institute

The American Alpine Institute's mission is "to provide world-class mountain education, exceptional guided experiences and to inspire natural preservation." The Institute provides education, skills development and guiding in, rock and ice climbing, mountaineering, backcountry skiing and snowboarding, avalanche awareness, technical rescue, canyoneering, backpacking, wilderness skills and Leave No Trace. With operations in six different states, the Institute is widely regarded as a leader in the development and distribution of comprehensive technical mountain education, both for recreationalists, as well as for backcountry professionals.

In addition to providing training to those who wish to advance their skills, AAI is also a Washington State Vocational School that accepts veterans benefits and AmeriCorps awards for vocational programs.

Facilities

All of the Institute's operations are managed out of our offices, our equipment shop and our mountain center in Bellingham, Washington.

The administrative offices headquarter programs all over the world. The equipment shop outfits programs and provides retail and rental operations to the community. And the AAI Mountain Center provides classroom programs, events and speakers.

Leadership in the Outdoor Industry

As well as working hard for its students, participants and customers, AAI also works hard for the preservation of wilderness, the protection of public lands, and the well being of the human powered outdoor sports industry and has been a major creator and shaper of programs and policy within it. Several guides serve as teachers and examiners in the American Mountain Guides Association's Certification Program; two AAI guides have served as national chairmen of the program; and several staff members have served on the Board of Directors.

AAI is a member of the Outdoor Industry Association (OIA), the trade association of America's human-powered outdoor sports industry, and AAI's founder served on its board and as its president for many years. AAI has participated in OIA's manufacturer's standards committees, and three AAI staffers have served as members who vote on ASTM standards for climbing equipment manufactured in the U.S. One Institute staff member served as a delegate to the National Summit on Outdoor Recreation and on the National Steering Committee of the Leave No Trace (LNT) program that established LNT as a non-profit organization. One AAI staff member also served as Chairman of the National Summit Committee on Search and Rescue.

The Institute has been cited by the National Park Service as one of five top leaders and innovators in environmental protection nationally. The Institute has reduced energy consumption on all its programs worldwide, and it offsets 100% of its carbon consumption through investment in green energy. AAI also offers participants an opportunity to subsist on green energy via carbon offsets, and it provides them with tuition credits when they participate in the program. AAI is a national leader in developing methods to achieve total carbon offsets.

Work Atmosphere

AAI is a great place to work. It provides an opportunity to work with a group of great people who care about their work, each other, and the environment in which we live. It is a skilled and very enthusiastic group that is extremely active in a variety of outdoor sports (especially climbing and skiing, but also mountain biking, running, sea kayaking, and fishing). Many long-term friendships and climbing partnerships originate here.

We are also privileged to work with a well educated, highly motivated, and very enjoyable clientele. It's a lot of fun helping AAI participants prepare for adventures around the world. The work at AAI involves a great deal of personal contact with AAI participants, many in person and many more on the telephone. Variety is also characteristic: from designing marketing and promotional materials and strategies, to program development and scheduling, to routine data entry and brochure mailings, all aspects of administering to and corresponding with our participants are conducted on a friendly, enthusiastic, and professional basis from our centralized office and equipment shop.

AAI is an equal opportunity employer.

To apply for the position, log onto:

<https://alpineinstitute.wufoo.com/forms/xlo9yfe17tem7x/>

If you have any questions, please email Jason Martin at jason@alpineinstitute.com or call 360-671-1505.