

Program Coordinator (Hybrid P/T or F/T Contract: 2024)

Looking to make a positive difference and join a great team of like-minded people with a focus for creating life-long memories for groups of people of all ages? Could you see yourself working with a healthy, fun, high-impact outdoor adventure & team-building company? Do you have the skills and passion for organization, attention to detail, professional communications, and event management and logistics?

If this sounds like you, read on...

ABOUT YOU: We are looking for a dedicated individual who is experienced and passionate about connecting with and inspiring people to be their best in creative and interactive learning environments. Our ideal candidate has a detail-oriented mindset, is curious to learn and grow, is flexible & adaptable within a professional environment, has a natural ability to work with others, connects with both virtual and hands-on learning, and strives for excellence.

In a nutshell for this role we need someone who:

- 1) Is organized and detailed-oriented AND possess excellent teamwork, communication, social and interpersonal skills,
- 2) Is computer, digital/tech savvy and fluent in the English language, both verbal and written
- 3) Has a mindset for creating and maintaining streamlined systems and processes for sustainability and growth
- 4) Is overall enthusiastic, engaging, outgoing, professional, relational and customer service focussed.

ABOUT US: Pinnacle Pursuits is a well-established Lower Mainland, BC-based company that has been providing meaningful outdoor learning experiences and unique team-building programs and events since 1997. We work with diverse population groups, including schools, families, not-for-profit communities, and amazing companies, *delivering customized pinnacle experiences that provide opportunities for people to build meaningful connections, challenge themselves, expand their perspectives, become inspired, be fully engaged, and grow.*

OUR CULTURE...we take pride in creating and attracting a healthy, fit, energetic, professional team – people who are driven to succeed in a fun, creative, empowering, inclusive culture, and never afraid to be outside in all-weather conditions; people who are curious, open-minded, have a positive skip in their step, love life, are willing to learn and grow, are strong role models, and are passionate about adventure and supporting people to be their best. We also take pride in building a tight-knit adventure community and creating a strong sense of 'Pinnacle family'. Many staff have thrived in their roles at Pinnacle Pursuits and ultimately moved on to lead very successful lives and careers.

OUR PROMISE TO YOU: We offer a great working environment with great perks and personal and professional opportunities to connect with like-minded peers, learn and grow. We provide soft and hard skill training opportunities to ensure optimal success in your role. We are a growing company and additional opportunities may continue well into the future.

If this sounds like what you are looking for and the kind of team you want to be part of, welcome aboard!

To learn more, check out: <https://pinnacle-pursuits.mykajabi.com/WeAreHiring>

LOCATION OF WORK: Will be a combination of working independently/remotely; in-person collaboration in the Fraser Valley area; & in the field/on programs. Programs take place at our 'Adventure-Learning Centre' in Maple Ridge and in other event venues, parks and locations in Metro Vancouver and the Fraser Valley. Having a car is preferred, but not necessary.

SPECIFIC RESPONSIBILITIES: but not limited to...

- Full event coordination of our Youth & Corporate program departments, program management & delivery
- Stewarding current and new client relationships, preparing proposals, contracts and presentations

- Scheduling & communication lead for program staff
- Liaising with partners to communicate and organize programs
- Ensure the integrity and longevity of events by continuously refining policies, tools, and best practices
- Aim high in all aspects of work, striving for achievement, while having the support to fail, learn and grow

OTHER RESPONSIBILITIES (Could expand into)

- Support in building new business, participating in innovative marketing, sales and promotions as needed.
- Supporting and leading social media and online/digital story-telling, marketing, reach-out and promotions initiatives.
- Direct phone calls, sales & reach-out to schools & organizations

PREFERRED QUALIFICATIONS & COMPETENCIES:

Candidates must have successful completion of a recognized program in hospitality and event planning, business admin, communications, outdoor recreation, education or a similar field, at least two years of relevant experience, or an equivalent combination of training and/or experience.

- Experience coordinating and planning events, (logistical & creative scope) including working with partners, vendors, site managers, community stakeholders, etc.
- Strong interpersonal and presentational skills, wherein engaging others is natural.
- Experience in liaising and supporting employees both in-person and remotely.
- High competency in PR & communication skills - in both spoken & written English at all levels, including highly comfortable with using social media and digital platforms.
- Digital fluency, including experience with the Microsoft Word, Excel and Google Suites Products.
- Able to both develop and complete tasks independently, and embrace collaboration smoothly.
- Capable of remaining deliberative, calm, organized, and attentive to detail while being positive and responsive under pressure.
- Adaptable to significant swings in workload, including pre-event pushes, peak program booking seasons (spring and early fall) and complementary quiet / business development periods.
- Safe and competent driver with a vehicle and a valid BC driver's license.
- Experience working with groups in an outdoor leadership capacity as a facilitator/educator.
- Attentive to program safety & risk management while designing and implementing experiences.
- Familiar with Zoom, and similar video conferencing tools, and open to learning new software and management tools, as needed. This may include MailChimp, WordPress, Kajabi, Canva, etc.
- Comfortable with managing/writing for social media platforms like FB, Instagram, and blogging.

Additional projects and job responsibilities to be added or revised based on discussion and mutual agreement.

PAY: Hourly wage starting at \$19-23/hr based on skills and experience.

Application process: Please email your resume & cover letter to info@pinnaclepursuits.com with the subject heading "**Program-Coordinator**". Candidates will be given priority based on experience, qualifications, commitment and availability. Please note: All of our program staff must complete a screening process including interview(s), reference check(s) and a police record check. We thank all applicants for their interest; however, only those selected for an interview will be contacted.