Position: Program Assistant

Location: Travis Mills Foundation Veterans Retreat; TMF events

Pay Rate: $13/hr

Job Type: Temporary, non-exempt

Hours: 30-35 hours per week, roughly M-Th 8:30-5:30pm

Job Duties:
The Program Assistant will assist the programming staff with everyday activities from waterfront to ropes course. You will report directly to the Program Director. The Program Assistant performs a wide range of duties including but not limited to the following:

- Attend adaptive paddling training and rope course training days;
- Work with staff and volunteers during activities;
- Enforce rules and policies at facility and waterfront to maintain safety of all guests;
- Have good paddling skills, be familiar with basic paddling instruction and water rescues;
- Assist with kids program activities;
- Be comfortable driving pontoon boats (for lake tours, tubing, etc) and vans for transporting participants;
- Proficient computer skills, responsible for putting together weekly highlight photo video/slideshow;
- Assist waterfront supervisor as kayak safety boat, leading trips outside of cove, and waterfront needs;
- Remain flexible in daily activities: roller skating rink, zoo, store trips, ropes course, hiking, etc;
- Assist facilities manager as needed;
- Maintain highest quality of standards that ensure veteran family’s safety and success are #1.

A successful TMF Program Assistant shall:

- Behave Ethically: Understand ethical behavior and business practices, and ensure that own behavior and the behavior of volunteers is consistent with these standards and aligns with the values of TMF;
- Build Relationships: Establish and maintain positive working relationships with others, both internally and externally, to achieve goals of the Foundation;
- Communicate Effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques;
- Creativity/Innovation: Develop new and unique ways to improve operations of the Foundation and to create new program opportunities;
- Focus on Guest Needs: Anticipate, understand, and respond to the needs of guests to meet or exceed their expectations;
• Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance TMF’s effectiveness;
• Make Decisions: Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interest of TMF.

Mission and Core Values

At the Travis Mills Foundation our Mission and Core Values are of the upmost importance.

**Family-Focused** – everyone from our staff, donors, volunteers, constituents, and the community at large are treated like family.

**Honest & Inclusive** – we are honest with one another and respect one another’s opinions. Team members and guests feel important, valued, and empowered to be themselves.

**Growth & Development** - Staff are encouraged to grow personally and professionally.

**Pristine Reputation** – We pride ourselves on providing families with an experience “better than Disney World”. We act with a mission-first mindset and focus on providing the highest quality of customer service.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change. The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.

Employee Signature ____________________________

Date ____________________________