



Title: Partnerships & Custom Programs Manager

Position Type: Full-Time, Year-Round

Location: Jackson Hole, WY (not remote)

ABOUT WA

At Wilderness Adventures we deliver world-class outdoor programs for students and campers around the globe, with a focus on high touch customer service for the entire family, remarkable and unique wilderness experiences, and fun.

ABOUT THE ROLE

The Partnerships & Custom Programs Manager is responsible for managing and growing Wilderness Adventures' relationships with partner schools, non-profits, camp partners, church groups, government agencies, private groups and other organizations while ensuring the successful planning and execution of custom programs. This role serves as the primary point of contact for partner schools, manages program agreements and logistics, and works closely with program staff to deliver high-quality outdoor experiences.

DUTIES - PARTNERSHIP MANAGEMENT

- Serve as the primary point of contact for partner schools and organizations participating in custom programs and financial aid. Manage the financial aid budget, approval process and partner outreach which includes applicant program assignments and enrollment.
- Maintain and strengthen relationships with existing partner organizations and program leaders.
- Coordinate communication between partner schools, families, and Wilderness Adventures staff.
- Ensure partner programs meet the expectations of participating schools and families to create and improve systems that contribute to the successful execution of WA programs.

DUTIES - PROGRAM PLANNING & EXECUTION

- Oversee the planning and execution of custom programs in partnership with program directors and field staff.
- Coordinate with program leadership to ensure programs are well staffed, organized, and aligned with partner expectations.
- Support staff leadership and provide oversight during program preparation and execution.
- Monitor program quality and address any issues that arise with partner programs.

DUTIES - ENROLLMENT & FAMILY COMMUNICATION

- Work with families enrolling through partner schools to guide them through the enrollment process and answer questions.
- Ensure accurate records and participant documentation.

DUTIES - RISK MANAGEMENT AND SUMMER SUPPORT

- Participate in the On-Call Team during the summer months. Summer months require work hours outside of a typical work week, as our office is staffed 24/7. On-Call Team members are required to

be available outside of the regular work day (6pm-7am) to respond to any emergencies or time sensitive issues when the office is closed.

- Participate in the on-going training of the summer staff team including staff training (two weeks at the beginning of the summer), continual coaching throughout the summer, and engagement after the summer.
- Assist with the staff hiring process by interviewing candidates and providing critical feedback after each interview

DUTIES - CONTRACTS & AGREEMENTS

- Manage partnership contracts and agreements with schools and organizations.
- Ensure contracts are properly executed and program expectations are clearly communicated.
- Track partnership timelines, renewals, and key commitments.

DUTIES - PARTNERSHIP DEVELOPMENT

- Identify and cultivate new partnership opportunities with schools and organizations aligned with the mission of Wilderness Adventures.
- Represent Wilderness Adventures in conversations with educators, administrators, and program leaders.
- Lead outreach efforts to expand the organization's network of partner schools and custom programs.

SKILLS and QUALIFICATIONS

- Commitment to the mission and values of Wilderness Adventures
- Superb organizational and project management abilities
- Excellent communication, interpersonal and relationship-building skills.
- Experience working with schools, educational organizations, or youth programs preferred
- Experience supporting staff leadership and program execution
- Flexibility to lead, manage, and support in a variety of ways to meet goals as necessary, even when unexpected or new.
- Open to feedback and willing to share feedback with teammates.
- Solutions-based mindset.
- Ability to manage multiple programs and partnerships simultaneously, maintain focus and hit deadlines
- Experience using Microsoft Office, Google suite, specifically spreadsheets and reporting tools, database management, and typing and data-entry skills.
- Bachelor's degree required, or equivalent demonstrated experience.
- Fluent written and spoken English required, fluency in French and/or Spanish a plus.
- Driver's License required.
- Regularly work within the WA normal hours of operation of 8:00 a.m. to 5:00 p.m. from September to May. In the summer months, a summer schedule is established which will be outside the scope of these set days to include weekend and extended hours (both AM and PM).

WORK ENVIRONMENT / PHYSICAL REQUIREMENTS

- Regularly required to talk and hear; frequently required to sit; and frequently required to stand and walk.
- Physical demands related to travel.
- This job occasionally requires lifting or moving up to 10 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and color vision.