

Up with People Road Staff Position Description

Title: Cast Manager
Reports to: Director of Cast Operations
Starting Date: June 25th, 2012

Core Responsibilities:

The Cast Manager oversees all aspects of the Up with People (UWP) program on the road. The Cast Manager is primarily responsible for the overall development and safety of the students and staff. He/she maintains and develops relationships with all constituencies, including host families, prospective participants, donors, sponsors, supporters and alumni. While on the road, the Cast Manager is the senior UWP representative. This position is dynamic as it offers the individual an opportunity to be the road CEO, the principal teacher, trainer, facilitator, mentor, role model and supervisor. The Cast Manager must be able to:

- Ensure each city is successful from a corporate, participant and community perspective.
- Manage ambiguous situations and be open to new and complex circumstances.
- Work with international participants and staff, and maintain a safe and respectful, multicultural learning environment.
- Work in partnership with the Director of International Student Programs to maintain a high standard of program quality to maximize the experience for both participants and community members.
- Ensure that participants and staff reflect the mission of UWP in daily activities and teachings.
- Mentor, develop, assist and guide participants personally and professionally as needed.
- Be adaptable and flexible in a fast paced, constantly changing environment.
- Develop and foster a community amongst the group that allows for a transformative experience for participants and community members, remembering that all aspects of the program are learning opportunities.

Specific Duties include, but are not limited to:

- Directly supervising, being the role model and providing leadership to all road staff, creating and supporting opportunities for their personal and professional growth and development.
- Ensuring road staff have been trained and have the tools necessary to be successful in their positions.
- Planning and Facilitating cast and staff meetings.
- Communicating on a regular and ongoing basis with the Director of Cast Operations regarding the climate of participants and staff, updates on the tour, policy issues, community needs as well as relaying information, questions and concerns.
- Being the road point person for crisis management including monitoring all cast accidents as well as securing and completing all necessary accident forms.
- Making decisions regarding the safety and discipline of the participants and staff, as well as handling disciplinary action as necessary with guidance from the Director of Cast Operations.
- Overseeing and making daily operating decisions by working closely with all department managers; specifically the Operations Manager.
- Conducting road operations within established budget guidelines.
- Working with the Director of Cast Operations to be an UWP Human Resource representative on appropriate issues including delivering information about hiring and dismissals.
- Recommending applicants for future road staff positions.
- Facilitating participant's evaluation of their experiences on a daily basis.
- Organizing and implementing road staff employee evaluations in coordination with road department managers for individual performance reviews during mid semester and facilitate final "wrap up" meetings at the end of the tour.
- Holding regular management meetings with department managers.
- Carrying UWP financial resources such as operating cash and credit cards as necessary.
- Holding the overall responsibility on the road for UWP rented and owned equipment (vehicles, equipment, computers, etc.) including appropriate use, cleaning and maintenance decisions.

- Sending weekly road status reports (city summary) to the UWP office and regional staff as directed.
- In collaboration with the Management Team, ensure the safety of the UWP cast.
- In collaboration with the Management Team, hold staff and students accountable to the UWP Policies and Guidelines.
- In collaboration with the Management Team, Monitor and address issues of group dynamics within the cast.

Qualifications:

- Minimum of a college degree with a Master preferred.
- Minimum of three years management experience in high intensity work environment.
- Great public speaking skills.
- Strong verbal and written English skills.
- Strong organizational skills.
- Ability to maintain confidentiality and exercise discretion.
- Experience with budget management.
- Proficient computer skills, including Word, Excel, PowerPoint and Outlook.
- Knowledge of and interest in international issues and cross cultural communication skills.
- Experience in the facilitation of experiential education programs, including the understanding of the concepts and stages of group development.
- Lived or worked in a foreign country.
- Second language skills.
- Successful experience in crisis management.
- Successful experience in conflict resolution.
- History of demonstrating solution based approaches while maintaining a positive outlook to tough situations.
- A model of exemplary ethics and a highly developed sense of integrity, honesty and commitment to the development of young people and the mission of the UWP program.

Notes:

- This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job.
- Employees will be appraised on an ongoing basis and held accountable for all job duties.
- In accordance with Colorado law, employment with Up with People is "at-will." Employees have the right to end their work relationship with the organization, with or without advance notice for any reason. The organization has the same right.

Application Procedure:

To apply for this position, please send a resume or CV along with a cover letter indicating the position for which you are applying to Employment@upwithpeople.org. In the "Subject" line put your name and the position for which you're applying. Closing date for applications is February 10th, 2012.

Up with People is an Equal Opportunity Employer.