

Up with People Road Staff Position Description

Title: Cast Manager
Reports to: Director of Cast Operations
Department: Cast Operations
Starting Date: January or July



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, principal teacher, trainer, facilitator, mentor, role model and supervisor. The Cast Manager must be able to:

- Ensure each city is successful from an organizational, 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 Cast Operations and Regional Tour Managers 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:

- Supervise and provide leadership to all road staff, creating and supporting opportunities for their personal and professional growth and development.
- Ensure the road staff has been trained and has the tools necessary to be successful in their positions.
- Plan and facilitate cast and staff meetings.
- Communicate 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.
- Be point person on tour for crisis management including monitoring all cast accidents as well as securing and completing all necessary accident forms.
- Make decisions regarding the safety and discipline of the participants and staff, as well as handle disciplinary action as necessary with guidance from the Director of Cast Operations.
- Oversee and make daily operating decisions by working closely with all department managers; specifically the Operations Manager.
- Conduct road operations within established budget guidelines.
- Work with the Director of Cast Operations to be an UWP Human Resource representative on appropriate issues including delivering information about hiring and dismissals.
- Recommend applicants for future road staff positions.
- Facilitate participant's evaluation of their experiences on a daily basis.
- Organize and implement road staff 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.
- Hold regular management meetings with department managers.
- Support external relations efforts and the development of key community relationships by coordinating and facilitating personal meetings and larger group receptions.

- Carry UWP financial resources such as operating cash and credit cards as necessary.
- Hold the overall responsibility on the road for UWP rented and owned equipment (vehicles, equipment, computers, etc.) including appropriate use, cleaning and maintenance decisions.
- Send weekly road status reports (city summary) to the UWP office and regional staff as directed.
- In collaboration with the Cast Staff Management Team, ensure the safety of the UWP cast.
- In collaboration with the Cast Staff Management Team, hold staff and students accountable to the UWP Policies and Guidelines.
- In collaboration with the Cast Staff Management Team, monitor and address issues of group dynamics within the cast.

Qualifications:

- College degree highly preferred.
- Extensive Knowledge of the Up with People program and senior cast management; OR senior level youth development experience and strong practical skills.
- 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 an understanding of the concepts and stages of group development.
- Lived or worked in a foreign country.
- Second language skills.
- Experience in crisis management.
- 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 position description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the position.
- This position expects a minimum two year (four-tour) commitment.
- All Up with People road staff members are expected to have a valid driver's license and be willing to drive in all regions of the tour.
- Transportation from your home airport to Denver as well as from your last project assignment of the semester to your home will be covered by Up with People.
- This is a volunteer staff position. As a result no compensation is offered. You will receive a monthly per diem towards reimbursement of expenses.

Application Procedure:

To apply for this position, please send a resume or CV along with a cover letter to Employment@upwithpeople.org. In the "Subject" line, include your name and the position for which you're applying along with the program start date, (January or July and Year)