

2016 MOUNTAINEERS STAFF POSITIONS, ROLES, AND BRANCH LIAISON PROGRAM

LEADERSHIP

CHIEF EXECUTIVE OFFICER – Tom Vogl

Tomv@mountaineers.org

The Chief Executive Officer reports to the Board President and the Executive Committee, assisting and advising the Board of Directors with policy issues, debate and decisions. He also supervises and coordinates the duties and actions of the professional staff. Ultimately responsible for operational and policy implementation, the CEO is also tasked with recognizing emerging issues and positioning The Mountaineers to effectively respond to them.

CHIEF OPERATING OFFICER – TBD

The Chief Operating Officer (COO) drives implementation of The Mountaineers strategic plan, ensuring that annual priorities, budgets and work plans provide program staff with an appropriate road map to mission impact.

Working with other members of the Leadership Team, the COO ensures coordination and accountability among staff and supports volunteers in their pursuit of the organization's goals. Specifically, the COO is responsible for finance, technology, membership and facility operations for the organization.

MEMBERSHIP SERVICES

MEMBERSHIP AND MARKETING DIRECTOR – Kristina Ciari (*Staff liaison to the Olympia Branch*)

Kristinac@mountaineers.org

This position takes a lead in shaping, creating and implementing the organization's membership and marketing initiatives, with a particular focus on online and social media marketing. In addition to supervising the Member Services Department, the oversees and implements membership recruitment and retention campaigns and programs as well as providing marketing support for volunteer-driven events and activities. This role also involves moderation of social media and website updates.

MEMBER AND VOLUNTEER SUPPORT MANAGER – Tess Wendel

Tessw@mountaineers.org

This position connects members and non-members to the resources they need to participate in Mountaineers activities. This includes entering and amending membership data, planning "Meet The Mountaineers" and other member outreach events, as well as general troubleshooting for volunteer leaders and members. This generally involves providing customer service to members, potential members and guests by providing accurate answers to website navigation, membership, organizational, and program related questions.

MEMBER SERVICES REPRESENTATIVES – Joanna Coffey and Katie Tishler
info@mountaineers.org

These positions provide the bulk of all “front-line” support for Mountaineers membership and volunteers. They provide answers to website navigation, membership, organizational, and program-related questions through our online response system and over the phone. They are also responsible for processing bookstore sales and assisting with membership data updates.

Communications Specialist - Peter Dunau
Peterd@mountaineers.org

This position coordinates and centralizes our organizational messaging. It manages our existing organization-wide email communications, further develops and expands our conservation messaging, and will develop a public relations department to help us achieve more regional and national visibility.

PROGRAM CENTERS SUPPORT

FACILITIES RENTAL AND EVENTS MANAGER - SEATTLE - Andriana Fletcher (*Staff liaison to Meany Lodge*)
Andrianaf@mountaineers.org

The duties of this position cover a broad spectrum at the Program Center in Seattle, including: facility and event management, member services, and support for marketing and development. She handles internal and external room reservations while managing overall usage of the Program Center, including facilitation of special events such as Banff Film Festival, Evening of Legends, and many other outreach events.

TACOMA PROGRAM MANAGER – Sarah Holt
Sarahh@mountaineers.org

The Tacoma Branch Program Center Administrator reports directly to the Facility and Events Manager to support Tacoma Program center operations. The Administrator is responsible for 3 main areas: Building scheduling, rentals and operations, Supporting Branch volunteer-run activity committees, and Staffing the building to provide the public face of the Branch for both the public and members

FACILITY MANAGER – Tim Bulger
Timb@mountaineers.org

This position oversees the physical operation of The Mountaineers Program Center: its electrical systems, its sound systems, its security systems, safety measures, heating/cooling, fire protection, room setup and storage units. He also enables clients who rent space at the program center to present their functions effectively and professionally.

FACILITY ASSISTANT - Frank McCord (shared with Facility Manager)
Frankm@mountaineers.org

Frank serves in a support role to facility services--mostly on evening and weekend shifts but occasionally during the day as situations demand. He makes certain that clients are provided with everything they

need when reserving space at the program center (e.g., tables, chairs, podiums, projectors, power cords and microphones) and that their events run smoothly.

CONSERVATION AND PUBLIC LANDS PERMITTING SUPPORT

CONSERVATION AND RECREATION DIRECTOR – Katherine Hollis (*Staff liaison to the Bellingham Branch*)
Katherineh@mountaineers.org

This individual is tasked with setting the strategic agenda for The Mountaineers' Conservation and Responsible Recreation program. This includes establishing The Mountaineers as the leader in conservation & recreation work in Pacific Northwest; maintaining and nurturing relationships with land managers and the greater conservation & recreation community as well as engaging members in conservation advocacy work.

FINANCIAL SUPPORT

CONTROLLER – Jeff Potter (*Staff liaison to Global Adventures*)
Jeffp@mountaineers.org

The Controller is responsible for the production of accurate and timely financial reports for The Mountaineers. He supervises the Accounting Assistant and works across departments to build and maintain systems to ensure strong controls and accurate reporting. Additionally, he is responsible for human resources activities such as benefits, payroll and personnel policies.

ACCOUNTING ASSISTANT – Rachel Delacour
Rachels@mountaineers.org

The Accounting Assistant performs a wide range of general accounting tasks, including processing accounts payable, balance sheet reconciliations, and bank deposits. This position reports directly to the Controller, provides assistance to the Chief Operating Officer and works closely with the Development Associate to support gifts processing and event accounting.

DEVELOPMENT

DIRECTOR OF DEVELOPMENT – Mary Hsue (*Staff liaison to the Everett Branch*)
Maryh@mountaineers.org

This role is responsible for raising funds to advance the mission-critical programs and publishing works of The Mountaineers by overseeing all aspects of the development program. This includes creating and implementing an annual fundraising strategy and campaigns that involves donor relations, annual giving, major giving, legacy giving, capital projects, corporate sponsorships, foundations grants and special events. Manages donor communications including campaign materials, acknowledgements and annual report as well as assisting with board and advisory council relations.

CORPORATE AND FOUNDATION RELATIONS MANAGER – Leone Kraus
Leonek@mountaineers.org

This position focuses on securing funding from private foundations and corporate and government sources with formal application processes. Working closely with the Director of Development and Communications, this role will manage the day-to-day operations of corporate and foundation fundraising activities, and assist in strategy development. This will involve identifying opportunities, creating relationships, managing applications, and tracking compliance with all grant obligations.

DEVELOPMENT ASSOCIATE – Ada Love

Adal@mountaineers.org

This role provides administrative support in the execution of fundraising campaigns and development operations and provides ongoing support in the day-to-day activities of the CEO and development program. This person interacts with internal and external stakeholders including donors, Board of Directors, key volunteers and staff, and acts as the first point of contact in the Development Department for calls from Mountaineers supporters and coordinates all aspects of fundraising appeals, workplace giving, matching gifts and other special campaigns.

PUBLICATIONS/GRAPHICS DESIGN

PUBLICATIONS MANAGER – Suzanne Gerber (*Staff liaison to the Seattle Branch*)

Suzanneg@mountaineers.org

This individual is responsible for managing the development and production of The Mountaineers publications including the print and digital Mountaineer magazine; the electronic newsletter, Routefinder; and the organization's development marketing collateral as assigned. She is also responsible for writing, editing, curating, and managing content for all publications, The Mountaineers website, and for creating and maintaining the graphic and written standards within the organization.

EDUCATION PROGRAMS

DIRECTOR OF EDUCATION – Becca Polglase (*Staff liaison to the Tacoma Branch*)

Beccap@mountaineers.org

This position oversees the implementation of all Mountaineers youth programs and directs the efforts related to leadership development for all Mountaineers programs. Ensures that youth policies are communicated across the organization so that all youth programs maintain an appropriate level of safety across all branches, coordinates efforts to align course curriculum across the organization, supports the growth of existing programs in all respects, managing and implementing budget priorities in line with the Board-established strategic plan.

LEADERSHIP DEVELOPMENT MANAGER – Chris Williams

Chrisw@mountaineers.org

This position is responsible for developing and maintaining sustainable systems that promote a healthy volunteer culture in a volunteer-driven organization with volunteer-delivered programs. Facilitate and promote "pathways to leadership" for course graduates and general members, serve as a point of contact for those seeking volunteer opportunities, market and promote volunteer opportunities and needs for branches and committees, develop and implement volunteer recognition and support systems. Also responsible for facilitating strategic initiatives with volunteers, which may include

coordinating curriculum task-forces, managing annual activity summits or other regular forums for developing best practices, curating and producing manuals and other useful documents.

YOUTH EDUCATION MANAGER – Josh Gannis (*Staff Liaison to the Kitsap Branch*)

Joshg@mountaineers.org

This position manages The Mountaineers Mountain Workshops , a youth outreach program that partners with other youth organizations and schools to impart lifelong outdoor skills that instill confidence, responsibility, trust and a passion for the natural world; as well as Camps and all of the Mountaineers year around youth programs including Mountaineers Adventure Club, Explorers, and Pioneers. The position also manages growth of existing programs through staff coordinators. Ensures youth programs are achieving strategic goals and that systems are in place to track the number of youth served and depth of engagement.

ASSISTANT PROGRAM MANAGER – Emily Carraux

emilyc@mountaineers.org

This position primarily provides oversight for Mountain Workshops and the Mountaineers Adventure Club for youth. It is responsible for providing high-quality, meaningful outdoor education experiences to youth in the communities The Mountaineers serves and to help volunteers connect youth groups to our organization. This position also ensures that programming is within the models and guidelines for Mountaineers Youth Programs.

YOUTH PROGRAMS COORDINATORS – Sarah Holt (Tacoma) and Margaux Gottlieb (Seattle)

Sarahh@mountaineers.org and Margauxg@mountaineers.org

These positions are responsible for the growth and sustainability of pre-teen Explorers program, a year-round outdoor adventure program for youth ages 10-13 and their families. They ensure volunteers and parents have the appropriate skills for specific activities, serve as first point of contact for all parent and youth communications, and ensure all Youth Policies and Procedures are followed and adhered to. These positions work closely with the Education Director and the Youth Education Manager, serve as an advisor for the program, manage all paperwork and reservations, coordinate and partner with parents, and facilitate year-round programming to meet the needs of members.

Administrative Assistant – Chad Arveson

Chada@mountaineers.org

The Administrative Assistant for the Education Department provides confidential administrative support to the Education Director and the Education team. The position is responsible for adding efficiency to a growing program with many moving parts and includes (limited) meeting support for volunteers, youth programs registration support, contract oversight of Mountain Workshops, Qualified Youth Leader background check processing, and financial assistance program applications.

TECHNOLOGY/BOOKSTORE

INFORMATION TECHNOLOGY / BOOKSTORE MANAGER – Jeff Bowman (*Staff liaison to Stevens Lodge*)

Jeffb@mountaineers.org

This role provides coordination, support, and direction for all technology-related ventures for The Mountaineers. He guides and implements development efforts for mountaineers.org in addition to managing the bookstore in the Seattle Program Center.

THE MOUNTAINEERS BRANCH/OUTDOOR CENTER STAFF LIAISONS

Primary Purposes/Benefits: The program was created to designate a primary point person on staff for each branch to give you a resource when you don't know where to go with a branch-related issue.

- Provide a point of contact for one branch/property particularly when branches/ properties don't know where to go for a resource or question. The program is not meant to be the only point of contact for branches but a resource when branches need help or counsel.
- Become the resource for the branch/property for questions, suggestions, etc.
- Serve as liaison for the branch/property leadership
 - liaison knows which staff member to turn to when the branch/property has a specific need
 - liaison connects staff to the appropriate branch/property contact when internal questions arise
- Allow flexibility for liaison relationship to be somewhat customized to needs of branch/ property

Branches (ED-lead, LDM- support)

1. Bellingham – Katherine Hollis
2. Everett – Mary Hsue
3. Foothills – Leone Krause
4. Kitsap – Josh Gannis
5. Olympia – Kristina Ciari
6. Seattle – Suzanne Gerber
7. Tacoma – Becca Polglase

Outdoor Centers and Global Adventures (Leann-lead, Tess-support)

1. Baker Lodge – Katherine Hollis
2. Kitsap Cabin – Josh Gannis
3. Meany Lodge – Andriana Fletcher
4. Stevens Lodge – Jeff Bowman
5. Global Adventures – Jeff Potter