



INTERN AND TRAINEE PROGRAM

FOR CITIZENS OF A FOREIGN COUNTRY

This program supports the work of the YMCA of the Rockies which operates two mission-based family, group conference and retreat centers Estes Park Center/Snow Mountain Ranch. Our Intern and Trainee program is designed to allow foreign professionals (including recent graduates and students enrolled in a foreign post-secondary institution) to come to the United States to gain exposure to U.S. culture and to receive training in U.S. business practices in their chosen occupational field.

Interns are foreign nationals:

- Who are currently enrolled in and pursuing studies at a foreign degree- or certificate-granting post-secondary academic institution outside the United States; or
- Who have graduated from such an institution no more than 12 months prior to their exchange visitor program start date.

Trainees are foreign nationals:

- Has a degree or professional certificate from a foreign post-secondary academic institution and at least one year of prior related work experience in his or her occupational field outside the United States; or
- Has five years of work experience outside the United States in the occupational field in which they are seeking training

Applications open on August 1st with a deadline of December 15th each year. The recruiting process will be on a first come first serve basis. Positions may close before the deadline if they have been filled. You can submit your resume to international@ymcarockies.org

POSITIONS WE OFFER



FOOD SERVICE



GUEST REGISTRATION



CONFERENCE



HUMAN RESOURCES



PROGRAMS & RECREATION



INFORMATION TECHNOLOGY





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FOOD SERVICE

INTERNATIONAL INTERN-TRAINING PROGRAM

YMCA OF THE ROCKIES

This Exchange visitor program is designed for a citizen of a foreign country. The Intern and Trainee program offers the opportunity to add an international experience in your field of study or expertise.

Phase 1 – Orientation

- **Objective:** The objective of orientation is to familiarize the participant with the YMCA of the Rockies. It will serve as the foundation for the participant to gain knowledge of the property and principles. The orientation phase will also prepare the participant to learn and experience the various aspects of food service, as well as gain knowledge in departments ranging from the kitchen to the dining room to catering.
- **Task:**
 - The participant will attend YMCA Orientation.
 - The participant will attend the International Training Orientation to learn about training program regulations and American culture.
 - The participant will attend a Food Service Orientation, learning the different Food Service dining areas as well as the kitchen.
 - The Food Service Manager will deliver the training called "Service Essentials and Procedures."
 - The Food Service Manager will introduce the participant to the Food Service personnel to learn the structure of the department.
 - The Food Service Manager will train the participant in Sanitation and Safety rules.

Phase 2 - Front of the House Operations

- **Objective:** The objective of this phase is to train the participant in Front of the House Operations in order to prepare them to manage any of the F&B outlets at the Center. The Front of House is responsible for the day-to-day operation and management of the different dining-rooms in the facility 1. Aspen, 2. Walnut, 3. Spruce and 4. Pine-room, for ensuring that the day to day operations are running smoothly.
- **Task:**
 - Outstanding Customer Service,
 - Effective Listening Skills,
 - Organizational Skills,
 - Teamwork,
 - Attention to Detail,
 - Time Management
 - Employee training techniques,
 - Problem-Solving- Resolving guest issues in cooperation with food service Director.
 - Supervision,
 - A proper reading and understanding of shift reports
 - Manage a commercial food and beverage operation.

Phase 3 - Kitchen Management



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- **Objective:** The objective of this phase is to introduce and provide the participant with the policies, standards and procedures of the kitchen facilities and equipment, including the overall functioning of the facility as well as safety procedures for equipment in order to set the foundation to become a successful kitchen leader/manager.
- **Task:**
 - Learn the management of a large-scale kitchen:
 - Attention to Detail
 - Cleanliness
 - Creativity
 - Fast-Paced Decision Making
 - Motivational leading Style
 - Organization skills (planning a menu),
 - Delegating task to team members
 - Inventory control skills,
 - Ordering (placing food orders)
 - Managing food storage and prep.

Phase 4 - Banquets and Catering

- **Objective:** The goal for this phase is to learn the tasks to execute a successful event from the Food Service perspective.
- **Task:**
 - Event management and preparation,
 - Customer service and relationship building,
 - Supervision and training of employees,
 - Teamwork,
 - Fast - friendly customer service skills,
 - Excellent time-management skills,
 - Attention to detail and monitoring skills,
 - Active listening skills.

Additional Phase Remarks

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The participant will have mandatory classes as part of their training program covering a variety of topics. Classes will be based on the operations of a hospitality business such as the YMCA of the Rockies, the financial processes of a non-profit, how both Estes Park Center and Snow Mountain Ranch operate, basic notions on philanthropy and the importance of donations for the YMCA of the Rockies.

The participant will have to do 2 presentations, one in a local school about their home country and culture, and one in front of YMCA of the Rockies leaders and coworkers about the YMCA in their home country.

As part of the program, the participant will have the opportunity to experience what it is like to train in the other center. We would like them to visit our sister location so they can see how the other



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location operates and will perform their same duties. The managers will arrange the best time of the year for them to visit the other location. This is a great opportunity for them to receive cross-training at the sister location.

Cultural activities

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YMCA of the Rockies has been hiring internationals through the J1 Visitor Exchange Program since 1993 to promote our mission through the diversity of our staff, build knowledge of YMCAs from around the world, and provide leadership and cultural opportunities. Participants experience American culture through their interactions with their peers during in the clock hours, on their own during their free time, and through organized activities.

Here is a brief tentative agenda:

- The Ambassador will participate in All Staff Orientation
- We will shuttle the participant to the Social Security Administration to apply for their SSC card.
- We will offer the participants a YMCA of the Rockies History Tour.
- We will organize team-building activities/group initiatives and challenges that will make us a stronger team with all our Interns and Trainees who are participating in this program.
- The Ambassador will represent their country in an International Fair and Dinner (summer and winter).
- We will organize a Volunteering Trip, we will find the most impactful volunteering opportunity for the participant.
- We will expose the Exchange Visitor to the way of life in the United States by celebrating/hosting a Thanksgiving and Christmas get-together.
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- The Staff Experience Department will schedule a monthly calendar of staff trips these activities are optional and must be coordinated with the participant's supervisor.

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GUEST SERVICES – FRONT DESK

INTERNATIONAL INTERN-TRAINING PROGRAM

YMCA OF THE ROCKIES

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Phase 1 – Orientation

- **Objective:** The purpose of this phase is to introduce the participant to the Center's procedures and policies, as well as operations within guest registration. The participant will be introduced to our reservation system, front desk operations, and will see our communication process at the front desk. Additionally, we will educate the participant on information about the YMCA, Rocky Mountain National Park and the Center.
- **Task:** Through Orientation, the participant will be introduced to the YMCA of the Rockies Guest Services department. The participant will learn guest service skills and proper communication in a customer-service environment from experience in the field (hands-on training) and with advice/tips from management. The Exchange Visitor will also gain an understanding of our grounds, the local area and its surroundings, and the YMCA of the Rockies Guest Services Department.

Phase 2 - Front Desk

- **Objective:** The goal for this phase is to learn the theory and practices of what makes excellent guest services as well as learn the importance of accurately utilizing the property management software, Maestro. The participant will also learn the details of our key encoding system, Ambiance.
- **Task:** Organization and Analysis; Advanced preparation for excellent guest service; Professionalism and interpersonal communication; Conflict resolution - Resolving guest issues in cooperation with guest registration supervisors. How to use a property management system to maintain guest information and folios. Balance sales and payment statements.

Phase 3 - Hospitality Accounting

- **Objective:** The objective of this phase is to introduce and provide the participant with the policies, standards and procedures of the kitchen facilities and equipment, including the overall functioning of the facility as well as safety procedures for equipment in order to set the foundation to become a successful kitchen leader/manager.
- **Task:** A proper reading and understanding of shift reports obtained from various revenue centers to ensure that they match the deposit. Correct and document any accounting mistakes made by various departments. Prepare the bank deposit. Count and verify every revenue center's cash box. Create change for each department. Learn all of the posting codes and how they work with the property management system.

Phase 4 - Front Desk Supervision, Leadership and Switchboard

- **Objective:**



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- The participant will build on previous phases and experience and learn US best practices for leading, motivating, and training front-desk team members to deliver exceptional customer service.
- The participant will learn the switchboard processes and procedures of a large US conference center. The participant will learn how to manage large customer-call volumes, understand phone and radio systems and procedures, operate the Avaya PBX phone system, and handle emergency calls.

- **Task:**

- The participant will learn the leadership tools and skills used to assess and measure team needs and performance, develop the skills and knowledge to create and implement effective training plans, and advance interpersonal, coaching, and communication skills.
- The participant will learn emergency protocols, how to operate the Avaya PBX phone system, standard radio practices, communication skills, and time management skills.

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GUEST SERVICES – CONFERENCE FOCUS

INTERNATIONAL INTERN-TRAINING PROGRAM

YMCA OF THE ROCKIES

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Phase 1 – Orientation

- **Objective:** The goal of this phase is to familiarize the participant with our property, to gain an understanding of each of the Center's departments, their responsibilities, and how all departments work together in effort to provide exceptional guest service. The participant will also be introduced to the construct of a Group contract and how the terms defined within each contract impacts other departmental procedures, an initial introduction to the Maestro reservation system will begin during of this phase.
- **Task:** The participant will perform the following tasks:
 - Attend the Center Staff Orientation as well as the International Training Program Orientation.
 - Shadow the Conference Supervisor to observe collaboration between departments, become familiar with our property, lodging accommodations, meeting spaces and hospitality expectations.
 - Introduction to the Group Planning Guide
 - Observe implementation of Maestro reservation system.

Phase 2 - Administrative Assistant

- **Objective:** in this phase will introduce the participant to all Administrative Assistant tasks such as Group Leader interaction via phone and email, Maestro reservation system implementation for detail data entry/retrieval, internal communications via phone, email and radio. Standard Conference office procedures and the defining of commonly used Conference language, introduction to preparing group check-in packets, key card creation and foundational procedures that will set participant up for success in the next phase. The participant will learn to properly prepare Groups for arrival through the creation the Check-in packet containing accurate meal tickets, prepared keys for lodging accommodations (using software to create RFID cards), assuring accuracy of room rosters with all of the above compared against the Group contract to ensure accuracy. This is best done on the day before a group arrives and will be closely monitored by supervisor to instill importance of the Project room duties and accuracy of details. Will gain familiarity with Conference front desk Group leader check & in-check out procedures.
- **Task:**



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- Refined guest service skills.
- Knowledge of phone reception, radio & email correspondence procedures.
- Understanding of essential communication with group leaders and internal colleagues.
- General understanding of Maestro reservation system, data entry and information retrieval procedures, rooming lists etc.
- Understanding of other Conference Office procedures such as required forms, penalties, note entry, contractual procedures and basic definitions to frequently used Conference terms.
- The participant will gain organizational skill strength, gain a complete understanding of food service and lodging aspects of each conference and how essential it is to have accurate information and preparation without mistakes.
- Improved, math skills and attention to detail as well as improved guest service as a result.

Phase 3 - Conference Coordination

- **Objective:** Utilize all skills acquired in previous phases.
 - Gain proficiency in each step of arranging the logistics of a conference, beginning with how to conduct a property site tour, when to revise a group contract, important deadlines, required documents, wrapping up details ahead of arrival, communicating concrete, accurate information to our reliant departments as well as on-site hospitality and support provided to groups.
 - Participant will get to learn and be familiar with the different categories of groups (Religious Based, Family Reunion, Outdoor Education, Youth, large groups, Staff Events, Weddings and Special Events)
- **Task:**
 - How to conduct a property site tour with a potential customer, as well as with groups already booked at time of pre-conference walk through.
 - Learn to be the professional liaison between various internal departments to facilitate group needs
 - Secure accurate information from Group leaders regarding to number of attendees, lodging, meals, meeting room set-ups, agendas, etc. obtain completed forms regarding tax status, set-up requests, refreshments, etc.
 - Identify contracts and booking confirmations with past due deposits
 - Collect payments from groups
 - Assist with preparation on Group packet day before arrival
 - Greet Group Leader upon check in
 - Check in with Group during stay to ensure all is going well
 - Prepare final invoice according to contract and additions, ensure the accuracy before departure
 - Debrief Group Leaders at check out to discover any issues to document.

Phase 4 - Departmental Training

- **Objective:** Participant will gain departmental knowledge shadowing and hands on training with the department director and supervisors.
- **Task:**
 - Participant will spend the day with departmental leaders in order to understand how other departments function.
 - This knowledge will allow the participant to see how all departments are connected to keep the center operating.



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HUMAN RESOURCES - GENERALIST

INTERNATIONAL INTERN-TRAINING PROGRAM

YMCA OF THE ROCKIES

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Phase 1 – Orientation

- **Objective:** The objective of this phase is to introduce the participant to the orientation process with the goals that the trainee/intern will participate in future orientations to improve their public speech and staff engagement skills.
- **Task:** The participant will meet the HR team and begin learning the importance of Human Resource departments within larger organizations. Participants will develop their communication, time management, multitasking, and listening skills through hands-on team.

Phase 2 - Human Resources Office

- **Objective:** The participant will gain knowledge in the following areas: HR database and software, HR office operations and procedures, pre-arrival communication skills for all employees, Check in employees, as well as oral and written communication skills.
- **Task:** The participant will learn about the functions of a Human Resources Assistant which includes new employee check-ins and customer service to staff members at the Center. The Participant will also learn how to maintain and review personnel files for accuracy while maintaining strict confidentiality.

Phase 3 - Resident Life

- **Objective:** The participant will be provided with a general overview and basic training to become familiar with the process of planning housing assignments. The participant will learn how to manage housing assignments utilizing a room assignment system and will learn to understand and evaluate the preferences of individuals to find housing solutions that are productive for staff. The participant will create, evaluate and train on accommodation standards to verify that the organization's standards are met.
- **Task:** The participant will learn resident life operations related to housing and room assignments while using the skills and techniques taught throughout the rotation.

Phase 4 - Lead HR office

- **Objective:** The Participant is expected to continue to increase their HR knowledge to learn more specific and advanced information about human resource operations which may include: staff and volunteer fingerprinting, virtual training compliance, I-9 compliance, staff communication, disciplinary actions, and crisis workshops.



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- **Task:** The participant will learn advanced employment law to implement appropriate discipline and compliance processes.

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HUMAN RESOURCE – ASSOCIATE

INTERNATIONAL INTERN-TRAINING PROGRAM

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Phase 1 – Orientation

- **Objective:** The objective of this phase is to introduce the participant to the policies and expectations of the YMCA of the Rockies, the daily operations of the Human Resources Department - International Programs focus and how the Human Resources Department fits into the mission/bigger picture of the YMCA of the Rockies.
- **Task:** The participant will understand the function of the Association Human Resources Department our resources and tools, office layout, organizational layout and meet the HR team. Attention to detail, effective Communication, relationship building, time management, endurance and patience, multitasking, listening, confidence, empathy, team work, being target-driven.

Phase 2 - International Programs

- **Objective:** The objective of this phase is for the participant to learn the functions and roles of the International Programs at the YMCA of the Rockies. The participant will plan different cultural events to help share the cultures of the international staff with our American staff and guests. The participant will understand the importance of each document included in New Hire Paperwork sent to International staff and how important pre-arrival communication is essential to welcoming staff from around the world.
- **Task:** The participant will learn:
 - Employee relations
 - On-boarding: Interviewing skills and how to hire international employees,
 - Including gaining knowledge in the Department of State Visa Regulations for exchange visitor program.
 - Human Resources Information Software
 - Performance management
 - Teamwork and collaboration
 - The participant will learn presentation skills to be able to give our International Orientation to incoming international staff.
 - Project Management: Participant will learn planning, development and organizational skills in order to put on a successful event.
 - Customer Service

Phase 3 - Association Hiring & Recruiting

- **Objective:** The participant will be introduced and understand the roles and functions of the Human Resources Association Hiring & On-boarding team. Become knowledgeable in general employee hiring and recruiting, including process and procedures. The participant will learn how to handle common inquiries in the on-boarding process.



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- **Task:** Develop skills to handle common inquiries in the Human Resources Office and support employee needs. Learn to follow up and answer inquiries of applicants for volunteers seasonal and full-time positions. Learn to send offers and work agreements to seasonal staff and the importance of the accuracy of those documents, create job advertisements, basic graphic design, Understand an Applicant Tracking System (ATS) and other internal systems.

Phase 4 - Payroll and Benefits

- **Objective:** The objective of this phase is for the participant to learn the functions and roles of the Association Payroll and Benefits administration for the YMCA of the Rockies. The participant will understand the importance of accurate and timeliness of each document from the pre-hire/onboarding that affects payroll processing, and benefits administration. The participant will understand the employee life cycle of the organization, such as post-employment such as unemployment verification, claims and retirement.
- **Task:** The participant will
 - Observe day to day payroll procedure and record keeping
 - Familiarize with various HRIS and databases for data entry and reporting
 - process various types of forms: benefits, COBRA, workers' compensation, personnel changes, unemployment, etc.
 - Colorado State report submissions and law requirements
 - learn about Year-Round/Full time staff benefits including health, dental, voluntary optional benefits and retirement
 - develop, collaborate and communicate to external and internal enquiries including seasonal, volunteer and year-round/full time staff
 - uphold the importance of confidentiality, accuracy, timeliness, and staff-guest service.

Additional Phase Remarks

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RECREATION AND PROGRAMS OPERATIONS

INTERNATIONAL INTERN-TRAINING PROGRAM

YMCA OF THE ROCKIES

This Exchange visitor program is designed for a citizen of a foreign country. The Intern and Trainee program offers the opportunity to add an international experience in your field of study or expertise.

Phase 1 – Orientation

- **Objective:** The objective of this phase is to introduce the participant to the policies and expectations of the YMCA of the Rockies, the daily operations of the Programs Department at the Center location and how our department fits into the mission/bigger picture of Estes Park Center and the YMCA of the Rockies.
- **Task:** The participant will learn everything that will prepare them for the rest of their intern/training program including tools, equipment, supplies, guidelines, and policies. This will also be a time for the participant to adjust to the new environment and culture.

Phase 2 - Intro to Outdoor Education

- **Objective:** Building upon what the participant learned in phase 1, the participant will learn to teach in an Outdoor Education Setting to students that come from the nearest major city and have limited interaction with the outdoors.
- **Task:** The participant will complete the following: Orientation and International Trainee Orientation, Tour the Museum and Library to learn YMCA history. The participant will complete the following:
 - Learn teach a minimum of 5-7 classes proficiently.
 - Learn to lead student orientation to the facility prior to classes.
 - Learn to lead teacher orientation to the facility prior to classes.
 - Learn to prepare a bill for check-out.
 - Shadow the Outdoor Education Director to make phone contacts with schools, answering questions, scheduling dates and classes and making confirmations.
 - Learn the outdoor education curriculum necessary for the state of Colorado requirements.
 - Shadow the outdoor education director during parent/teacher orientation prior to their arrival at YMCA of the Rockies.

Phase 3 - Day Camp Operations

- **Objective:** We have one of the largest and the oldest day camp programs in the country, serving hundreds of children elementary through high school on a daily basis. The purpose of this phase is for the participant to be introduced to the YMCA of the Rockies and learn teaching methods for activities to day camp participants and to show them how to manage a successful Day Camp operation.
- **Task:**
 - Teaching methods in a day camp setting and customer Service Skills.
 - Organization (Scheduling and implementing camp Programs) Project Management.



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- Day Camp Operation.

Phase 4 - Family Programs

- **Objective:** Building upon what the participant learned in phase 1 and 2, the goal of this phase is for the participant to learn to teach activities to families in a family lodging setting, as well as learn the behind the scenes operations to implement family programs and provide excellent customer service.
- **Task:** The participant will learn the following:
 - Teaching Methods to families.
 - Customer Service Skills, providing knowledgeable answers to guests about the program department.
 - Communications, publishing weekly program bulletin.
 - Project Management, planning family programs.

Phase 5 - Craft & Design Center

- **Objective:**
 - To be able to operate day to day functions of the Craft & Design Center
 - To be able to plan, order supplies and implement a unique crafting experience for our guests. All planned learning will be taught by the Department Director and other Craft & Design Center Instructors.
- **Task:**
 - The participant will learn to teach all the craft processes in the Craft and Design Center- jewelry design and construction, ceramic glazing, kiln loading, firing and unloading, mosaic creation, grouting process and acrylic painting, wood burning, tie dye folding and dying, leather stamping. Optional craft processes; silk painting, basket weaving, magic t-shirts and glass fusing.
 - The participant will learn to perform cashier duties
 - The participant will learn some administrative duties such as how to purchase and process inventory.

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INFORMATION TECHNOLOGY

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Phase 1 – Orientation

- **Objective:** Introduction to the YMCA, policies and program expectations. The participant will get to know and receive orientation to Estes Park Center, International Training Program, facilities, staff housing, organizational layout, and meet the department managers and directors.

- **Task:**
 - The participant will be trained in intermediate office procedures.
 - The participant will learn the positions of full-time employees and their responsibilities.
 - The participant will gain knowledge about telephone use, computer network use, mail procedure, and the file system.
 - The participant will learn the core values of the YMCA of the Rockies; caring, honesty, respect, responsibility and faith.
 - The participant will also learn the policies that staff follow while living on grounds.

Phase 2 - Help Desk / Computer Hardware

- **Objective:** Train in a help desk role and learn how to troubleshoot and repair computer hardware and software.

- **Task:** - Respond to and prioritize competing IT tasks
 - Hardware and software knowledge related to A+ Certification
 - Diagnosing and repairing different computer platforms such as Windows 10/11, iOS
 - Learn how to manage devices in Kayesa VSA
 - Learn how to document changes in ItGlue
 - Customer Service before and after software upgrades.



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Phase 3 - Telephony

- **Objective:** Learn the about the different telephony systems in use across the property.
- **Task:**
 - The participant will learn about telephone equipment, re-wiring both analog and digital devices and programming the Avaya PBX switch, as well as the associated Audix voice mail software.
 - Programming and installing Avaya VoIP phones.

Phase 4 - Network and Wi-Fi

- **Objective:** Administer the computer network related to switches and wireless technologies.
- **Task:**
 - The participant will learn the various intermediate and advanced skills to support wireless users in a network environment.
 - The participant will learn the intermediate level skills to support users in a network environment.
 - The participant will learn the intermediate level skills for WISP support.
 - The participant will work with Cisco and HP switches and Cambium, Ruckus and Ubiquiti wireless products.

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