



# 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 and Snow Mountain Ranch. Our Intern and Trainee program allows foreign professionals—including recent graduates and students enrolled in a foreign post-secondary institution—to come to the United States for 12 to 18 months. These programs provide valuable exposure to U.S. culture and training in U.S. business practices within their chosen occupational field.

**Interns** are foreign nationals:

**Program Duration: 12 months**

- 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

**Trainees** are foreign nationals:

**Program Duration: 12 - 18 months**

- 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.

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](mailto:international@ymcarockies.org)

## POSITIONS WE OFFER



FOOD SERVICE



FRONT DESK



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 the orientation phase 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 YMCA of the Rockies' property and policies. 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 and dining rooms to catering.

**Task:**

- The participant will learn essential information to prepare for training, including tools, equipment, supplies, guidelines, and kitchen policies.
- The participant will attend the YMCA of the Rockies Orientation and the Food Service Orientation to familiarize themselves with the environment, learn about training program regulations, and understand American culture.
- The participant will explore the different Food Service dining areas and the kitchen, while also getting to know the Food Service personnel and the structure of the department. Training will include sanitation and safety rules.
- The participant will receive instruction on "Service Essentials and Procedures" and be introduced to the Food Service staff. This will also be an important time for the participant to adjust to the new culture.

### 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 food & beverage outlets. The Front of House is responsible for the day-to-day operation and management of the different dining rooms in the facility. They ensure that operations run smoothly each day.

**Task:**

- Managing a commercial food and beverage operation
- Supervision
- Interpreting shift reports accurately
- Problem-solving alongside the Food Service Director to resolve guest issues
- Employee training techniques
- Outstanding customer service
- Effective listening skills
- Organizational skills
- Teamwork dynamics
- Attention to detail & Time Management



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### Phase 3 – Kitchen Management

**Objective:** The objective of this phase is to introduce the participant to the policies, standards, and procedures of the kitchen facilities and equipment. This includes understanding the overall functioning of the facility and learning safety protocols for equipment, setting the foundation to become a successful kitchen leader and manager.

**Task:** Learn the management of a large-scale kitchen:

- Managing food storage and prep
- Inventory control skills
- Ordering (placing food orders)
- Delegating tasks to team members
- Menu Planning - organization skills
- Fast-paced decision making
- Motivational leading style
- Attention to detail
- Cleanliness
- Creativity

### Phase 4 – Banquets and Catering

**Objective:**

The participant will be learning how the YMCA of the Rockies delivers and manages special events. The goal for this phase is for the participant to understand the tasks necessary to execute successful events from the Food Service perspective.

**Task:**

- Event management - planning to execution
- Menu Planning - creating menus that cater to various dietary preferences and event themes
- Supervising and guiding employees to ensure the smooth operation of events
- Delivering fast and friendly customer service - building customer relationships through exceptional service
- Excellent time-management abilities
- Attention to detail and meticulous monitoring skills
- Active listening and effectively communicating with clients, guests, and fellow staff members
- Problem solving- quickly resolving any issues that arise during events
- Fostering teamwork and collaboration

### 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.



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### Cultural Activities

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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.
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- The Participant will graduate a week before the end of the program.
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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 familiarize the participant with the YMCA of the Rockies' procedures, policies, and guest registration operations. The participant will gain insight into our reservation system and front desk procedures, observing our communication protocols firsthand. Additionally, we aim to educate them about the local areas surrounding the YMCA of the Rockies including the Rocky Mountain National Park.

Furthermore, we will assist the participant in understanding the purpose of the training and the YMCA of the Rockies' mission. Expectations will be articulated clearly, and program goals will be discussed and clarified to provide them with a comprehensive understanding of the Guest Services Department.

#### Task:

- Through Orientation, the participant will be introduced to the YMCA of the Rockies and the Guest Registration Department.
- The participant will learn guest service skills and proper communication in a customer-service environment through hands-on training and advice from management.
- The participant will gain an understanding of our grounds, the local area, its surroundings, and the YMCA of the Rockies Guest Registration Department.
- The participant will learn about different departments to understand how specific departments relate to and coordinate with Guest Registration.
- This phase will have the Intern/Trainee learn about the different areas of the YMCA of the Rockies, the representations of different departments, and the required skills for each area.

### Phase 2 – Front Desk

**Objective:** The Guest Registration Intern/Trainee will be an integral part of our front desk team, gaining hands-on experience in providing exceptional customer service and administrative support in a dynamic hospitality environment. Throughout this phase, the participant will have the opportunity to develop key skills and knowledge in various areas such as guest relations, communication, organization, and multitasking.

The goal for this phase is to learn both the theory and practices that define excellent guest services, as well as the importance of accurately utilizing the property management system. Training will be comprehensive, focusing on YMCA of the Rockies property management systems. This structured approach ensures that the participant gains a thorough understanding of operational procedures and software applications critical to delivering exceptional guest experiences.

#### Task:

- **Front Desk Operations:** The participant will gain hands-on experience in front desk procedures such as check-in/check-out processes, reservation management, room assignments, and billing systems.
- **Hospitality Software:** The participant will learn to use specific hospitality management software for tasks like guest check-ins, and reservations.





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- **Attention to Detail:** The participant will develop keen attention to detail, especially in tasks such as data entry, maintaining guest records, and ensuring accuracy in billing processes.
- **Problem-Solving:** The participant will develop their problem-solving abilities by handling various guest issues, complaints, and requests in a timely and effective manner.
- **Professionalism and Etiquette:** The participant will learn about professional conduct, including proper attire, etiquette, and handling confidential information with discretion.
- **Customer Service Excellence:** The participant will learn how to provide exceptional customer service by understanding guest needs, handling inquiries and complaints effectively, and maintaining a positive attitude at all times.
- **Communication Skills:** The participant will enhance their verbal and written communication skills, particularly in interacting with guests, colleagues, and other departments within the organization.
- **Multitasking and Time Management:** The participant will learn to juggle multiple tasks efficiently, prioritize responsibilities, advanced preparation for excellent guest service, and manage their time effectively to ensure smooth front-desk operations.
- **Teamwork and Collaboration:** The participant will understand the importance of teamwork in a hospitality setting, collaborating with colleagues from different departments to ensure guest satisfaction and operational efficiency.
- **Local Area Knowledge:** The participant will learn about local attractions, restaurants, transportation options, and events to better assist guests with recommendations and information.

### Phase 3 – Hospitality Accounting

**Objective:** During this phase, the participant will focus on mastering the property accounting procedures. Under the direct supervision of a Guest Registration Manager, interns/trainees will learn and execute end-of-day accounting tasks with accuracy and efficiency. Objectives include understanding accounting principles, building technical skills, ensuring compliance, and fostering effective communication and problem-solving abilities. By actively seeking feedback and demonstrating adaptability, interns/trainees will make significant strides in their accounting proficiency and readiness for future finance roles in a hospitality setting.

#### Task:

- **Property Accounting Procedures:** Understanding the unique accounting procedures and practices specific to the YMCA of the Rockies, including revenue recognition, expense tracking, and reconciliation processes for property-related transactions.
- **End-of-Day Tasks:** Mastering the skills required to perform end-of-day accounting tasks such as reconciling cash boxes, processing payments, and accurately closing out financial transactions within the property accounting system.
- **Accounting Software Proficiency:** Developing proficiency in using accounting software and tools commonly employed in property accounting operations, to record and manage financial data effectively.
- **Financial Reporting:** Learning to generate financial reports and statements relevant to property accounting, including daily cash reports, revenue summaries, and expense analyses, to facilitate decision-making and financial analysis.
- **Compliance and Regulatory Knowledge:** Understanding and applying relevant accounting standards, organizational policies, and regulatory requirements governing property accounting operations to ensure accuracy, transparency, and compliance.
- **Communication Skills:** Enhancing communication skills to effectively liaise with team members, supervisors, and other stakeholders regarding accounting-related matters, including clarifying discrepancies, seeking guidance, and reporting progress.



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- **Problem-Solving Abilities:** Developing problem-solving abilities to address accounting discrepancies, resolve issues, and make recommendations for process improvements to optimize efficiency and accuracy in property accounting operations.
- **Time Management and Prioritization:** Practicing effective time management and prioritization skills to handle multiple tasks and meet deadlines in a fast-paced accounting environment while maintaining accuracy and attention to detail.

#### Phase 4 – Front Desk Management & Telecommunications

**Objective:** During this phase, participants will enhance their front desk management skills by focusing on advanced guest service techniques and problem resolution while also learning about telecommunications hub operations. They will gain exposure to managerial functions across various departments, promoting a holistic view of operational dynamics and

interdisciplinary collaboration. The training aims to provide a deep understanding of managing guest calls in a large U.S. conference center, and optimizing procedures for improved guest satisfaction.

This includes developing competencies in sophisticated guest service strategies, such as personalized check-in/out processes and proactive issue resolution. Participants will also study telecommunications operations, emphasizing effective communication systems and message-handling protocols. Through hands-on experience, dynamic role-playing scenarios, and simulations, they will learn to navigate complex guest interactions, make informed decisions under pressure, and apply innovative problem-solving approaches to enhance service delivery.

#### Task:

##### Advanced Front Desk Management

- Implement personalized guest-service techniques to meet diverse guest needs.
- Execute check-in/check-out procedures with efficiency and accuracy.
- Apply problem-solving strategies to effectively address guest inquiries, complaints, and special requests.

##### Telecommunications Hub Expertise

- Master the use of advanced telecommunication systems and software for effective call handling.
- Utilize strategic call-routing techniques to ensure prompt guest assistance.
- Follow efficient message-taking protocols to accurately relay information to relevant departments.

##### Interpersonal Communication and Collaboration

- Develop effective communication skills for engaging with guests, colleagues, and managers.
- Employ collaboration techniques to work seamlessly with various departments and team members.
- Implement conflict-resolution strategies to manage challenging situations professionally and diplomatically.

#### Additional Phase Remarks

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## GUEST SERVICES – CONFERENCE FOCUS 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 goal of this phase is to introduce the participant to the conference operations of YMCA of the Rockies through orientations and initial Guest Services Training. The initial training during this phase will focus on a basic understanding and navigation of our reservation system, and familiarization with our property, lodging, activities, and telecommunication operations. The participant will also gain an understanding of each department, their responsibilities, and how all departments work together to provide exceptional guest service.

Additionally, the participant will also be introduced to the construct of a group contract and how the terms defined within each contract impact other departmental procedures

**Task:** During this phase:

- The participant will take an extensive tour of the property to learn the layout of lodging, meeting spaces, and activities offered to our groups and guests.
- The participant will also be introduced to various software programs needed to service our customers. Guest Services and Conference training will emphasize developing problem-solving, organization, multitasking, and communication skills.
- The participant will gain a general understanding of our center's operations, guest relations, and internal organization through orientation and observation with supervisors.

### Phase 2 – Group & Guest Services Administration

**Objective:** The objective is for the participant to learn to perform the administrative aspects of our conference department. The participants will:

- Be introduced to all administrative tasks across the department. They will interact with guests and Group Leaders via phone and email, handling inquiries and event details. Participants will utilize the guest reservation system for detailed data entry and retrieval, and manage internal communications through phone, email, radio, and face-to-face interactions, learning proper techniques for effective communication with guests and colleagues.
- Gain proficiency in event management by entering and retrieving event details using the guest reservation system. They will assist Conference Coordinators with accurate data entry for lodging, meals, and meeting room setups according to contracts.
- Learn standard conference office procedures, such as defining commonly used conference language, properly preparing groups for arrival, and creating group check-in packets containing accurate meal tickets. This phase also covers creating RFID key cards for lodging accommodations and verifying room rosters against group contracts to ensure accuracy. These tasks are closely supervised to instill the importance of precision in project room duties and detail accuracy. Participants will gain familiarity with the Conference front desk Group Leader check-in and check-out procedures.
- Get familiar with the use of planning guides.



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**Task:**

- Acquiring knowledge of phone reception, radio, and email correspondence procedures.
- Understanding essential communication with group leaders and internal colleagues.
- Developing a general understanding of the Guest reservation system, including data entry and information retrieval procedures, room listing, etc.
- Confirming group stay details via email and phone and entering group requests into the property management system.
- Understanding of other Conference Office procedures such as required forms, penalties, note entry, contractual procedures, and basic definitions of frequently used Conference terms.
- Gaining organizational strength and a comprehensive understanding of food service and lodging aspects for each conference, emphasizing accurate information and preparation without mistakes.
- Improving math skills, attention to detail, and guest service proficiency.
- Handling deposits and final balances for groups and guests.
- Preparing group packets for arrivals and providing on-site hospitality and support to groups.
- Process for checking in and checking out group leaders and guests.
- Achieving proficiency in all basic reservation system operations.
- Refined guest service skills.

**Phase 3 – Conference Coordination**

**Objective:** The objectives are for the participant to:

- Apply all skills acquired in previous phases.
- Achieve proficiency in every stage of organizing conference logistics, starting from conducting property site tours to revising group contracts, meeting important deadlines, handling required documentation, and finalizing details prior to group arrivals. Ensure accurate communication of information to internally reliant departments and provide on-site hospitality and support to groups.
- Learn and become familiar with 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 the time of the pre-conference walk-through.
- Learning to be the professional liaison between various internal departments to facilitate group needs
- Securing accurate information from Group leaders regarding the number of attendees, lodging, meals, meeting room set-ups, agendas, etc. Obtain completed forms regarding tax status, set-up requests, refreshments, etc.
- Identifying contracts and booking confirmations with past-due deposits
- Collecting payments from groups
- Assisting with preparation of group packet day before arrival
- Greeting group leader upon checking in.
- Check in with the group during the stay to ensure all is going well
- Preparing final invoice according to contract and additions, ensuring accuracy before departure
- Debriefing group leaders at check out to discover any issues to document.



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#### Phase 4 - Departmental Training

**Objective:** The goal/objective is for the participant to gain:

- **Departmental Knowledge:** Through shadowing and hands-on training with department directors and supervisors, the participant will gain a deep understanding of the routines and responsibilities within each department.
- **Understanding of Interdepartmental Collaboration:** Learn how different departments collaborate to ensure seamless conference operations, from initial booking to event execution and post-event feedback.

**Task:**

- Understand the operational workflows and logistical considerations involved in conference management across departments.
- Develop effective communication skills necessary for coordinating with various departments and addressing guest needs.
- Learn to identify and address operational challenges that may arise during conferences, fostering proactive problem-solving skills.

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## HUMAN RESOURCE – ASSOCIATE 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 policies and expectations of the YMCA of the Rockies, the daily operations of the Human Resources (HR) Department location-specific and association-wide, and how the Human Resources Department fits into the mission/bigger picture of the YMCA of the Rockies.

**Task:** The participant will understand the functions of the Association's Human Resources Department, our resources and tools, office layout, organizational structure, and meet the HR team. They will develop skills in attention to detail, effective communication, relationship building, time management, endurance, patience, multitasking, listening, confidence, empathy, teamwork, and being target-driven.

### Phase 2 – International Programs

**Objective:** The objective of this phase is for the participant to learn the functions and roles of International Programs at YMCA of the Rockies association-wide. This includes understanding Department of State regulations and becoming knowledgeable about the various J1 programs we offer. The phase encompasses interviewing and onboarding processes, emphasizing the importance of each document in new hire paperwork provided to exchange visitors throughout the hiring and onboarding process. The phase also emphasizes the essential nature of pre-arrival communication in creating a welcoming environment for staff from around the world. These goals will be achieved through active engagement with established processes designed to effectively meet our overall international hiring objectives.

**Task:** The participant will learn:

- Employee relations & relationship building
- On-boarding: interviewing skills and how to hire international employees
- Knowledge of Department of State visa and program regulations for exchange visitor program.
- Human Resources Information Software
- Teamwork and collaboration
- Presentation skills to be able to give our International Orientation to incoming international staff.
- Project Management: Participants will learn planning, development, and organizational skills to put on a successful event.
- Customer Service and communication skills
- Time management, endurance, and patience
- Being target-driven

### Phase 3 – Association Hiring & Recruiting

**Objective:** This phase aims to equip the participant with essential skills in the hiring and recruiting processes within the Human Resources Office, ensuring effective support for employee needs.





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Specific goals and objectives include:

- Developing proficiency in handling common human resources inquiries and addressing applicant needs.
- Learning to follow up and respond to inquiries from applicants for volunteer, seasonal, and full-time positions.
- Conducting effective screening processes to identify suitable candidates for various positions
- Gaining expertise in sending offers and work agreements to seasonal staff, emphasizing the accuracy and importance of these documents.
- Acquiring skills in creating job advertisements and basic graphic design.
- Understanding the functionality of an Applicant Tracking System (ATS) and other internal systems essential for HR operations.

**Task:** The participant will learn to utilize the HR applicant tracking system, HR employee database, reference tracking system, and background check system. They will develop skills in managing applications for volunteers, seasonal, and full-time positions, enhancing their communication, administrative, recruitment, selection, and teamwork abilities. The participant will also learn to follow up and answer inquiries from applicants, send offers and work agreements, create job advertisements, and utilize graphic design. Additionally, they will gain knowledge about year-round/full-time staff benefits in health, dental, and retirement through Human Resources.

#### Phase 4 – Payroll

**Objective:** This phase aims to provide the participant with practical learning experience and contribute to efficient payroll processing.

Goals:

- Ensure accurate and timely payroll processing.
- Maintain compliance and meticulous record-keeping.
- Provide excellent employee support and resolve inquiries promptly.
- Develop comprehensive payroll skills and knowledge.
- Help identify and implement process improvements.

Objectives:

- Achieve high accuracy in data entry and verify records.
- Complete payroll runs on schedule without delays.
- Ensure full compliance with regulations and maintain accurate records.
- Respond to payroll inquiries within 24 hours and resolve most issues within two business days.
- Complete payroll-related training and gain proficiency in payroll software.

**Task:** During this phase, the participants will gain proficiency in various aspects of payroll, including:

- HRIS and databases for data entry and reporting.
- Payroll processing procedures and software usage.
- Day-to-day payroll procedure and record keeping.
- Payroll laws and regulations.
- Data entry and verification for payroll information.
- Compliance requirements and record-keeping standards.
- Problem-solving for payroll-related issues.
- Communication with stakeholders.



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- Continuous improvement strategies.
- Attention to detail and accuracy.
- Time management and prioritization
- Colorado State report submissions and law requirements
- Upholding the importance of confidentiality, accuracy, timeliness, and staff-guest service.

### Phase 5 - Benefits

**Objective:** The goals and objectives for the Staff Benefits phase include mastering benefits administration, ensuring accuracy in payroll deductions, improving employee communication regarding benefits, supporting benefits administration.

processes, enhancing HR coordination, analyzing benefits data, ensuring compliance with regulations, assisting in benefits program development, and continuously learning and growing.

#### Task:

- During the Staff Benefits phase, the participant will acquire comprehensive knowledge in benefits administration, focusing on Year-Round/Full-time staff benefits such as health, dental, voluntary optional benefits, and retirement. Participants will also gain proficiency in processing various types of forms including benefits, COBRA, workers' compensation, personnel changes, and unemployment.
- Moreover, they will learn essential skills such as accurately processing payroll deductions and effectively communicating benefits information to employees. The program emphasizes developing expertise in data analysis, ensuring compliance with legal regulations, and actively contributing to the ongoing development of benefits programs.
- Continuous learning and staying updated on industry trends are emphasized throughout, promoting both personal and professional growth.

#### 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 of philanthropy, and the importance of donations for the YMCA of the Rockies.

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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.
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- The Ambassador will represent their country in an International Fair and Dinner (summer and winter).
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- Prior to the end of the program, the participant will receive 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, and how both Estes Park Center and Snow Mountain Ranch operate.
- The Participant will graduate a week before the end of the program.
- 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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## HUMAN RESOURCES – GENERALIST 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 for the participant to:

- Meet the Human Resources (HR) team and learn about the daily operations of the Human Resources Department and how the HR Department fits into the mission/bigger picture of the YMCA of the Rockies.
- Attend orientation and also participate in future orientations to improve their public speaking and staff engagement skills.
- Receive basic training covering confidentiality, accuracy in documentation, and proper use of keys and work-related materials.
- Develop their communication, time management, multitasking, and listening skills through hands-on team activities.
- Gain familiarity with the HR software and computer systems.
- Start establishing the foundation needed to successfully learn and implement future phases.

**Task:** The participant will engage in the all-staff orientation and the Human Resource Department orientation. They will also attend the intern/trainee program expectations, ensuring a comprehensive understanding of their roles and responsibilities. They will learn through a combination of meetings, virtual training, observation, and on-the-job training. Specific training will cover HR Office operations & procedures, HRIS systems/software, confidentiality protocols, the importance of accurate documentation, proper handling of keys, and other work-related materials.

### Phase 2 – Human Resources Office Operations

**Objective:** The objective of this phase is for the participant to gain experience in:

- HR database and software, HR office operations and procedures, pre-arrival communication for all employees, and customer service to staff members as well as oral and written communication skills.
- How to address common HR questions, queries, and concerns.
- How to maintain and review personnel files for accuracy while maintaining strict confidentiality.

**Task:** Under the supervision of the Assistant Human Resource Director, the participant will learn to perform various duties including:

- HRIS systems, Outlook and Microsoft Teams, Excel, etc.
- Onboarding domestic employees, volunteers, and international/exchange visitors
- Offboarding support
- Pre-arrival communication with new hires & rehires
- Addressing questions, queries, and concerns from all staff visiting the HR Office
- Maintaining and reviewing personnel files for accuracy
- Providing excellent customer service and assistance to all staff or applicants visiting the office or inquiring by phone
- HR event organization



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- Handling sensitive HR documentation
- Maintaining confidentiality
- Coordinating meetings and appointments
- Organizational & Time Management skills
- Other essential HR functions

### Phase 3 - Resident Life – Staff Housing

**Objective:** Participants will be trained to efficiently manage housing assignments using a room assignment system. They will also acquire skills in assessing individual preferences to tailor housing solutions that effectively meet staff needs. Additionally, participants will receive training in evaluation standards, enabling them to establish and assess compliance with organizational requirements.

**Task:** The participant will learn resident life operations related to staff housing and room assignments, building on skills acquired in previous phases. These operations include:

- Using room assignment systems to allocate housing effectively
- Problem-solving in housing-related issues and conflicts
- Understanding and assessing individual preferences for housing solutions
- Ensuring compliance with YMCA of the Rockies housing policies
- Developing and evaluating accommodation standards
- Training others on accommodation standards
- Providing excellent customer service to residents and staff
- Upholding confidentiality and privacy in housing matters
- Prioritizing and scheduling housing maintenance tasks
- Responding promptly to housing requests and inquiries
- Maintaining accurate records of housing assignments
- Conducting orientations for new staff on housing policies.
- Participating in housing meetings
- Evaluating the living conditions of staff, assessing damages, and coordinating with payroll to process charges.

### Phase 4 – HR Compliance

**Objective:** The objective of the HR Compliance phase is for the participant to gain knowledge and understanding of employment laws, rules, regulations, compliance, and tracking within the Human Resources field and apply this understanding.

**Task:**

- Learning HR rules and regulations, encompassing both federal and state updates, and analysis of pertinent court case decisions to stay current and compliant.
- Handling I-9 forms, ensuring thorough compliance with all regulatory requirements and I-9 tracking.
- Learning law poster requirements, including placement, content updates, and compliance checks to meet legal obligations.
- Staff training compliance and tracking to ensure workforce competence and legal conformity.
- Learning fingerprinting compliance standards and techniques, including proper procedures for collection.





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## Phase 5 – Investigation & Disciplinary Techniques

**Objective:** The objective of the investigation and disciplinary phase is to equip the participant with the skills to effectively manage disciplinary actions at a mid-managerial level. This includes ensuring that all actions taken align with company policies and procedures and promoting fairness and consistency in handling employee issues. The participant will apply investigative techniques to uncover facts, assess violations, and recommend appropriate disciplinary measures to maintain a positive and compliant work environment.

### Task:

- Conducting thorough and impartial investigations into employee misconduct or policy violations.
- Understanding internal policies and procedures and applying them consistently in disciplinary cases.
- Familiarization with relevant external laws and regulations affecting employee discipline and compliance.
- Compiling detailed investigation reports supported by evidence and factual findings.
- Crafting clear and objective disciplinary recommendations based on investigation outcomes.
- Learning the process of applying disciplinary actions, ranging from verbal warnings to employment terminations, following company policies and legal requirements.
- Understanding the importance of employee handbooks, ensuring they are up-to-date with current organization policy and can accurately communicate these policies to staff.

### 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 of philanthropy, and the importance of donations for the YMCA of the Rockies.

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Here is a brief tentative agenda:



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- We will shuttle the participant to the Social Security Administration to apply for their SSC card.
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## INFORMATION TECHNOLOGY INTERNATIONAL INTERN -TRAINING PROGRAM YMCA OF THE ROCKIES

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### Phase 1 – Orientation

**Objective:** The goal of this orientation phase is twofold: to familiarize the participant with the YMCA of the Rockies and its operational framework, and to introduce them to the IT Department. The objective is to ensure the participant gains a solid understanding of the organization's mission, core values, facilities, customer service standards, and program expectations. Following this foundational orientation, the participant will be introduced to the IT Department, where they will gain valuable insights into the day-to-day operations of the IT Department, familiarize themselves with the organizational structure, and have the opportunity to interface with department managers and directors.

#### Task:

- The participant will familiarize themselves with the positions held by full-time employees and their respective responsibilities.
- The participant will receive training in intermediate office procedures.
- The participant will acquire proficiency in telephone etiquette, computer network usage, mail procedures, and file management systems.
- The participant will be introduced to the core values of the YMCA of the Rockies
- The participant will gain an understanding of the policies that staff must adhere to while working and residing on the property.

### Phase 2 – Help Desk & Software Support

**Objective:** The objective of the Help Desk and Software phase is to develop key technical support skills in the participant, focusing on software troubleshooting and user assistance. The participant will gain proficiency in diagnosing and resolving common software issues, ensuring that users experience minimal disruptions with their applications. Additionally, they will become adept at using IT ticketing systems, which will enable them to accurately document user requests, track the progress of issues, and provide timely updates. Another critical aspect of this training is enhancing customer service skills; the participant will learn to communicate effectively with users, manage their expectations, and professionally handle challenging situations.

#### Task:

- **Diagnosing Software Issues:** The participant will learn how to identify common software conflicts, perform root cause analysis, and implement effective solutions.
- **Staying Updated with Advancements:** Keeping abreast of technological advancements to provide timely and accurate support.



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- **Using IT Ticketing Systems:** Proficiency in managing & resolving user requests through IT ticketing systems, including creating, updating, and closing tickets.
- **IT Task Management:** Techniques for effectively responding to and prioritizing competing IT tasks, ensuring efficient workflow management and timely issue resolution.
- **Kaseya VSA Device Management:** Learning how to efficiently manage devices using Kaseya VSA, including deployment, monitoring, and maintenance tasks to optimize network performance.
- **Effective Communication:** Developing skills in professional communication, active listening, and empathetic customer service, especially during software troubleshooting. Providing seamless support experiences, managing expectations, and mitigating disruptions effectively.
- **ItGlue Documentation Skills:** Developing the ability to accurately document changes, configurations, solutions, procedures, and user interactions in ItGlue. This ensures comprehensive and organized records that facilitate efficient knowledge sharing and troubleshooting while maintaining a clear reference for future use.

### Phase 3 – Tech & Computer Hardware

**Objective:** The Tech and Computer Hardware phase is designed to offer the participant practical experience in various aspects of hardware management, including installation, troubleshooting, and repair. The participant will gain hands-on skills in identifying and resolving hardware issues, ensuring devices function efficiently, and minimizing user downtime. Additionally, the participant will develop expertise in documenting hardware configurations, changes, and repairs, thereby creating comprehensive records that will aid in future maintenance and troubleshooting efforts.

#### Task:

- **Diagnosing Hardware Issues:** The participant will gain proficiency in identifying hardware malfunctions, conducting thorough diagnostics, and implementing effective repair solutions.
- **Understanding Computer Components:** Knowledge of various computer components (CPU, RAM, hard drives, etc.) and their functions, as well as compatibility considerations for upgrades and repairs.
- **Hardware Maintenance Best Practices:** Learning best practices for maintaining hardware, including cleaning, preventive maintenance, and performance optimization techniques.
- **Documentation Skills:** Developing skills in documenting hardware configurations, repair processes, and maintenance records to facilitate efficient knowledge sharing.
- **A+ Certification Alignment:** Deepening hardware and software knowledge in accordance with A+ Certification standards, enhancing troubleshooting capabilities across various devices and operating systems.
- **CompTIA A+ Certification Training:** Pursuing formal CompTIA A+ certification training to acquire industry-recognized qualifications that enhance credibility and career prospects in the IT support field.



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#### Phase 4 - Telephony

##### Objective:

**Diagnose and Repair Telephone Lines:** The participant will learn to diagnose and repair telephone lines both within the office environment and in field settings, ensuring seamless communication capabilities.

**Avaya PBX System Hands-On Training:** The participant will receive hands-on training in programming and managing the Avaya PBX system, gaining expertise in configuring call routing and enhancing telephony operations.

**On-the-Job training with Automated Telephone Systems:** The participant will engage in on-the-job training sessions focused on automated telephone systems, learning to operate and troubleshoot these systems effectively to support organizational communication needs.

##### Task:

- **Telephone Equipment Management:** Gain hands-on experience in operating and maintaining various telephone equipment, including re-wiring both analog and digital devices.
- **Avaya PBX Switch Programming:** Develop proficiency in programming the Avaya PBX switch to optimize telecommunications infrastructure and ensure efficient call routing.
- **Audix Voice Mail Software:** Learn management techniques for Audix voice mail software to streamline message handling and enhance communication workflow.
- **Avaya VoIP Phone Installation and Configuration:** Master the installation and configuration of Avaya VoIP phones, ensuring seamless integration into the organization's communication network.
- **Troubleshooting Expertise:** Acquire troubleshooting skills to diagnose and resolve issues with Avaya VoIP phones promptly, ensuring uninterrupted communication services.

#### Additional Phase Remarks

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**Flexible Training Schedule:** While we are committed to providing comprehensive guidance and training as outlined in this document, it is important to note that due to the dynamic nature of the information technology field, certain training opportunities may arise earlier than anticipated. This variability makes it challenging to commit to specific time frames for each training phase. Therefore, we will adapt our training schedule as necessary to ensure timely and relevant instruction.

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 of philanthropy, and the importance of donations for the YMCA of the Rockies.

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## RECREATION AND PROGRAMS OPERATIONS INTERNATIONAL INTERN -TRAINING PROGRAM YMCA OF THE ROCKIES

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### Phase 1 – Orientation

**Objective:** The YMCA of the Rockies offers a wide variety of recreation programming serving thousands of guests each year. 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, and how our department fits into the mission/bigger picture of the YMCA of the Rockies.

The participant will also be introduced to the teaching methods for activities and how to manage a successful recreation operation.

#### Task:

- The participant will receive training to prepare them for their internship/training program, including orientation on facilities, recreational activities, program offerings, tools, equipment, supplies, guidelines, and policies. This training period will also assist them in adjusting to the new environment and organizational culture.
- The participant will be introduced to the teaching methods within a recreational setting and develop essential customer service skills.
- The participant will learn essential organizational skills, including scheduling, facilitating recreation programs, and project management within recreation operations.

### Phase 2 – Environmental Education

**Objective:** Building upon the previous phase, the objective for this phase is for the participant to be actively engaged in:

**Teaching in an Environmental Education Setting:** The participant will develop skills in teaching environmental education lessons tailored to students from nearby major cities who have limited interaction with the outdoors. This includes creating engaging and informative experiences that connect students with nature.

**Mentorship Role:** They will serve as a mentor to other instructors within the Environmental Education program. This role involves supporting instructors with teaching methodologies, and behavior management strategies, and stepping in to assist when necessary. Additionally, they will act as a liaison between the Environmental Education program and school administrations.

**Task:** The participant will:

- Master effective teaching methods for Environmental Education.
- Learn to proficiently teach environmental education classes.
- Enhance communication, facilitation, and leadership skills.
- Learn the environmental education curriculum necessary as per Colorado state requirements.
- Learn pedagogical strategies specific to environmental education.
- Gain expertise in teaching Water Ecology, Forest Ecology, Pioneer Life, and Orienteering.



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- Develop skills to lead student orientations to the facility before classes.
- Learn to lead teacher orientations to the facility before classes.
- Learn to prepare invoices for check-out.

### Phase 3 – Family Programs

**Objective:** Building on what was learned in previous phases, the goal of this phase is for the participant to acquire the skills needed to independently lead activities for families in a family lodging setting. They will also learn about the behind-the-scenes operations involved in implementing family programs and providing excellent customer service. By the end of this phase, the participant will acquire practical skills in leading and facilitating family-oriented activities, improve their ability to engage with guests, and enhance their teamwork skills.

**Task:** Throughout the phase, the participant will learn new skills and continue to build on skills learned in previous phases. The participant will:

- Develop skills in effectively teaching and leading activities tailored to families, ensuring engaging and educational experiences that are inclusive and enjoyable, while providing personalized attention and support.
- Publish a weekly program bulletin to inform guests about upcoming activities and events, enhancing their overall experience.
- Plan and coordinate family programs meticulously, ensuring activities are well-organized and exceed guest expectations.
- Utilize communication skills to engage guests from diverse backgrounds, ensuring clear instructions and fostering a welcoming atmosphere.
- Learn to provide exceptional customer service tailored to the needs and preferences of families visiting, fostering positive guest relationships and offering knowledgeable answers about the program department.
- Develop the ability to adapt recreational activities and programming to cater to different age groups and guest preferences, ensuring a dynamic and engaging experience for all the guests.
- Gain skills in identifying and addressing guest concerns or challenges related to recreational activities, enhancing guest satisfaction during their stay.
- Collaborate effectively with colleagues and other departments to coordinate seamless guest experiences, contributing to a cohesive and supportive work environment.
- Apply keen attention to detail in organizing and executing activities, ensuring all logistical aspects are well-coordinated for a seamless guest experience.
- Utilize effective time management skills to ensure activities and programs run smoothly and on schedule, optimizing guest participation and satisfaction.

### Phase 4 – Staff Activities

**Objective:** This phase aims to equip the participant with essential skills to enhance staff experience. They will receive training in planning, coordinating, and executing staff activities, along with developing effective communication skills for a culturally diverse staff. The participant will be able to lead ice-breaking sessions, manage activity calendars, plan and schedule events, and advertise staff initiatives. Additionally, they will be trained to drive YMCA vehicles as needed for staff activities, ensuring smooth logistical support.



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**Task:**

The participant in this phase will acquire knowledge, skills, and techniques related to staff activities building upon previous rotations. They will develop and implement effective ice-breaking skills while learning to plan, execute, and promote staff activities and important information.

The participant will:

- Plan, organize, and execute various staff events such as team-building activities, volunteering opportunities, orientations, social gatherings, and cultural events.
- Utilize strong organizational skills to manage multiple events, including setting timelines, budgeting, and coordinating logistics
- Foster quick thinking and adaptability to handle unexpected challenges or changes in event plans.
- Develop new and engaging activities that cater to different interests, diverse backgrounds, cultures, and preferences within the staff community. Creating materials to advertise events for the staff.
- Convey information about activities, gather feedback, and promote events to staff members clearly and engagingly.

**Phase 5 – Advance Environmental Education**

**Objective:** The objective of this phase is for the participant to become lead environmental education instructors and to learn about what goes into facilitating a successful program. Under the direction of the Environmental Education Director, the lead environmental education instructor will develop the curriculum, assist with leading training, coordinate program activities, and oversee environmental educational programs. The lead instructor will effectively perform organizational tasks, mentor, and evaluate environmental education staff. Additionally, the lead instructor will communicate with and serve as a liaison for chaperones and school leaders during their visit, ensuring clear communication and aligning program objectives with visitor expectations.

**Task:** The lead instructor will learn how to train other staff in the curriculum and will be responsible for leading training sessions during the first two weeks of this phase. Later, they will support the staff by shadowing and providing feedback, offering examples of learned instruction techniques and how to work with different behaviors.

The lead instructor will:

- Discover innovative ways to design and implement curriculum, plan lessons, and teach effectively in the Environmental Education program. They will also learn how to ensure staff can effectively communicate the curriculum well to students (teach -the teacher).
- Learn techniques to encourage good behavior, solve problems, resolve conflicts, and maintain a positive learning environment.
- Improve skills to communicate with school leaders, advocate for program needs, and collaborate with others involved in Environmental Education.
- Develop leadership and instructional techniques to effectively mentor other instructors (teach-the-teachers). The lead instructor will mentor and lead a diverse team of 20+ Environmental Education staff, fostering collaboration, and ensuring the team is aligned with program goals.
- Develop the ability to adjust to different student needs, tackle unexpected challenges, and find creative solutions for program success.



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### Additional Phase Remarks

At the YMCA of the Rockies, we believe we have something special—a sense of community—and that everyone should have access to it, along with the programs and services that make a positive impact. As part of our mission, the YMCA of the Rockies offers International Internship and Training opportunities these are **practical “on-the-job” training in an American business (hands-on training).**

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 of 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 location operates and perform the 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

Exchange visitor (J) visas are nonimmigrant visas for individuals approved to participate in exchange visitor programs in the United States.

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.
- 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.
- There will be two field trips offered to our sister location as part of the program. This provides the participant with the opportunity to experience for a day what it is like to train in the other center.
- The goal is for the participant to see how the other location operates while performing the same duties as their main location.
- Prior to the end of the program, the participant will receive mandatory classes as part of their training program covering a variety of topics. Classes will be based on the operations of a hospitality business
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- such as the YMCA of the Rockies, the financial processes of a non-profit, and how both Estes Park Center and Snow Mountain Ranch operate.
- The Participant will graduate a week before the end of the program.
- 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.

**VERY IMPORTANT:** Please be aware that this information is subject to change/update at any time.

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