



HURRICANE ISLAND
OUTWARD BOUND SCHOOL

Position: Custom Program Course Advisor

Location: Camden, Maine

Reports To: Director of Admissions

FLSA: Non-Exempt

Updated: 11/10/2021

JOB DESCRIPTION

Summary

The Custom Program Course Advisor (CPCA)'s primary responsibility is to be the point of contact for Custom Programs participants (comprised of Educational Partners and Outward Bound Professional), to finalize arrangements and prepare them prior to arriving at their HIOBS course. This role focuses on screening and preparing students for programs at all three HIOBS basecamps and offsite locations for a range of course types. This involves working collaboratively with the Admissions Coordinator, Associate Director of Outward Bound Professional & Educational Partnerships, basecamp staff, client contacts, students, and their families to cultivate and provide a supportive, student-centered admissions process.

Essential Duties and Responsibilities

COURSE ADVISOR

- Provide the appropriate client and customer support level based on program type – Open Enrollment, OBP, Scholarship, or Educational Partner.
- Application Review and Med Screening: assess students' psychological, behavioral, motivational, and physical fitness for a HIOBS course using assessment guidelines and screening tools and refer all Level 2+ medical records to the Chief Medical Screener for follow up as required.
- Assist with generating and disseminating Custom Programs admissions materials – course pages on website, email, and hard copy materials.
- Use Salesforce daily to create and manage various records, such as Accounts, Contacts, Opportunities, Courses, Applications, and Reports.
- Provide superior, friendly, responsive, and informative customer service to Custom Program clients, enrolled students, and their parents. Help them be physically and mentally ready to complete a HIOBS course successfully.
- Monitor students throughout the admissions process to ensure they are meeting deadlines.
- Maintain up-to-date and relevant program information for the Program team.
- Monitor specifics of individual course enrollment; compile and assemble applicant information and supporting paperwork. Review age and gender balances on each course for anomalies and follow up accordingly with the Director of Admissions. Notify Admissions Director of under-enrolled courses.
- Assemble, summarize, and compile accurate and complete information on each student and his/her travel plans and send to base camps promptly.
- Send post-program communications to parents and students.
- Read Course Reports and compile feedback for Admissions and make suggestions for improvements

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Support Admissions Processes

- Assist in updating and/or developing course descriptions, clothing lists, questionnaires, and other admissions materials with Director of Admissions, Program Director, and Marketing Director
- Review Course End Program Feedback forms for Custom Programs and analyze for admissions-relevant review
- Help coordinate post-program components with clients. These components include, but are not limited to, post course evaluations, course debriefs, required reports to partners, alumni events, and other opportunities as they occur
- Assist with school digital curation, including but not limited to course photos, posting online, to Facebook, Instagram, and website

In addition to these responsibilities, the position may also be required to do other duties as assigned.

Safety and Risk Management

- Conduct all tasks with the highest attentiveness to the safety of HIOBS students and staff.
- Serve as a member of the communications team in the event of an emergency
- Adhere to all local operating procedures, safety policies, and emergency procedures outlined in the staff handbook and field staff manual
- Report any workplace or field safety concerns and incidents to supervisors

Key Contribution

The Custom Program Course Advisor serves as the critical link between admissions and program functions of both Custom and Open Enrollment programs and works on behalf of both for continuous improvement of that link. Using feedback and data from clients, students, parents, instructors, and program administrators, this person ensures and clarifies HIOBS' dedication, credibility, and expertise as the leading provider of wilderness education.

Knowledge and Skills

- Strong administrative skills, such as Microsoft Office (Word, Excel, PowerPoint), experience working with a database, and digital archive experience a plus.
 - Salesforce CRM experience a plus.
 - Well-organized with attention to detail. Ability to solve problems, prioritize and manage multiple tasks successfully within tight timelines and under stress.
 - Familiar with Outward Bound courses and passionate about OB's Mission.
 - Willingness to learn and/or create new systems in a collaborative environment and work as a team to meet the goals of the department.
 - Ability to develop positive, productive relationships with students and their families, clients such as school administrators, corporate and other group clients, and with HIOBS administration, field, and basecamp staff.
 - Self-starter, strong initiative, and ability to work with minimal supervision.
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Education and Work Experience

- Professional or educational background in administration, education, and/or related field is required.
- Experience juggling diverse responsibilities is critical.
- Experience in Course Advising (and Medical Screening preferred) and/or Course Directing within the Outward Bound system (or its equivalent) is preferred.
- Tertiary education is preferred – eg: a bachelor’s degree in a related field. A high school diploma or equivalent is required.
- Outward Bound or another wilderness expeditionary experience is preferred.
- Experience working with diverse teen populations, adults, and client groups is desirable.

Compensation

- This is a 6-month position.
- Benefits include:
 - Employee Assistance Program
 - Five paid holidays
 - Flexible working environment, with occasional remote work a possibility
 - Fantastic team-mates.
- Compensation is \$16-19/hour, dependent on experience. This is a non-exempt position.

To apply, please send a resume with a cover letter describing why you are a great candidate to: jobs@hiobs.org.

Be prepared to provide at least 2 professional references, and participate in a personal interview.