	<i>Position: Open Enrollment Course Advisor</i>
	<i>Location: Camden, Maine</i>
	<i>Reports To: Director of Admissions</i>
	<i>FLSA: Non-Exempt</i>
	<i>Updated: 10 November 2021</i>
JOB DESCRIPTION	

Summary

The HIOBS Seasonal Course Advisor is a position responsible for the support of the admission process of students to our Open Enrollment courses. A Course Advisor enrolls and prepares incoming students for their Hurricane Island Outward Bound School experience, prepares the base camp staff for students arriving on upcoming courses, and acts as a mid-level medical screener for students for Open Enrollment programs. This role may also involve other ad-hoc administrative support responsibilities.

Essential Duties and Responsibilities

Enroll and Prepare Open Enrollment Students

- Manage the daily volume of incoming calls, emails, and faxes from prospective and enrolled students.
- Respond in a timely manner to meet the goals and enrollment process deadlines of the Admissions Department.
- Assist applicants and their families through the HIOBS admissions process in a friendly, understanding, responsive and informative manner.
- Manage a range of HIOBS Open Enrollment courses. This includes monitoring student demographics and course balance across all courses, student admissions process, and financial record-keeping within Salesforce.

Monitor specifics of individual course enrollment; compile and assemble applicant information


- Assemble, summarize and compile accurate and complete information on each student - including his/her travel plans - and send to base camps in a timely manner.
- Notify Admissions Director of under-enrolled courses.
- Review age and gender balances on each course for anomalies and follow up accordingly with Director of Admissions.
- Follow standard HIOBS admissions practices for variety of student types – Leadership Award, Regional Scholars, General Population and others as required.
- Monitor and update student status during and after course, and update Salesforce as needed.
- Review Course Reports, track and analyze data and contribute learnings.

Medical Screening

- Assess students' psychological, behavioral, motivational and physical fitness for an Outward Bound course using OBUSA and HIOBS assessment guidelines and screening tools up to Level 2+.

General Administrative

- Assist with Admissions-to-Program administrative duties such as distributing course documents, certificates, student packets, letters, etc.
- Help to manage website content, including Course Pages and other Admissions-related content.

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- Help to coordinate post-course parent survey project, and assist with other HIOBS alumni initiatives as appropriate.
- Be available to answer other incoming calls, emails and requests, as needed
- Assist with promotional events and fairs, as the schedule allows.

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

Safety & Risk Management

- Conduct all tasks with the highest attentiveness to safety of HIOBS students & staff.
- Serve as a member of communication systems 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 Course Advisor role is the main point of contact our Open Enrollment customers have with HIOBS as they prepare for an extended wilderness expedition. The customer service and attention to detail delivered by Course Advisors is a key opportunity to convey our dedication, credibility and expertise as a provider of wilderness education. As a Medical Screener, this position is focused on ensuring that all students who are cleared to participate in a HIOBS course are physically, mentally and behaviorally equipped to participate in the course they are intending to complete. A high level of professionalism, organization, team-centered work ethic, and a positive attitude are the keys to success in this role.

Knowledge and Skills

- Well organized, with attention to detail.
- Solid computer skills required: MS Word, Excel, Salesforce experience preferred. Email and telephone skills required.
- Ability to solve problems, prioritize and manage multiple tasks successfully within tight timelines and under stress.
- Ability to develop positive, productive relationships with students and their families - and with HIOBS administrative, field, and basecamp staff.
- Experienced in and committed to the delivery of exceptional customer service.
- Willingness to work as a team to meet the goals of the department.
- Self-starter, strong initiative and ability to work with minimal supervision.
- Familiar with Outward Bound and HIOBS' activities and course areas courses and invested in the HIOBS mission.

Education and Work Experience

- Professional or educational background in administration, education and/or related field is required.

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- Tertiary education is preferred – Bachelor’s degree in a related field. High school diploma or equivalent is required.
 - Outward Bound or other wilderness expeditionary experience is preferred.
 - Experience working with diverse teen populations and adults is desirable.
 - Experience as a presenter at events/ fairs is desirable.

Compensation

- This is an hourly, 9-month position from January-September.
 - Hourly rate is in the Course Advisor range (\$16-\$18/hour), dependent on experience.
 - Benefits include 9 days of Paid Time Off, access to 401K, Employee Assistance Program, Dental Insurance, optional Vision insurance, Wellness Benefit, 5 paid holidays, flexible working environment, awesome team mates.
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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.