

	<i>Position: Course Advisor & Program Coordinator</i>
	<i>Location: Camden, Maine</i>
	<i>Reports To: Admissions Director</i>
	<i>FLSA: Non-Exempt</i>
	<i>Updated: 11/19/2018</i>
JOB DESCRIPTION	

Summary

The Course Advisor and Program Coordinator’s primary responsibility is be the point of contact for both Group Education and Open Enrollment clients and students, in order to finalize arrangements and prepare them prior to arriving at their HIOBS course. The Coordinator portion of this role is focused on client engagement – working with Group Education clients to fine-tune program design, optimizing admissions processes, and post-course evaluation. The Course Adviser portion of this role is focused on screening and preparing students for programs at all three HIOBS basecamps, throughout the year and for a range of course types. This involves working within the Admissions department, and works collaboratively with the Director of Admissions, the Educational Advancement Manager, basecamp staff, Group Education client contacts, students and their families, physicians, etc. to cultivate a supportive, student-centered admissions process.

Essential Duties and Responsibilities

Group Education Program Coordinator

- Be the point-person for Group Program clients (post-contract to program start, and then post-program), including all admissions materials.
- Assist with generation and dissemination of Group Educations marketing materials.
- Post-Contract Program Design, as needed. Design and match the client level of support to the type of Group Education client they are.
 - Including curriculum development, educational effectiveness and relevance of program
- Possible presentations to Group Education clients, as needed.

Course Advisor

- Group Education admissions processes
 - Ensure that up to date and accurate course information is sent to Custom Program (Group Education and Outward Bound Professional) clients in a timely and accurate manner including enrollment materials, medicals forms, etc.
 - HIOBS Group Education admissions Course Page management
 - Assist in aligning OE & Group Educations admissions policies, procedures and resources where appropriate
- Provide superior, friendly, responsive and informative customer service to all enrolled students and their parents. Help them be physically and mentally ready to successfully complete an Outward Bound course. Including, but not exclusively:
 - Monitor specifics of individual OE course enrollment; compile and assemble applicant information for screening and program delivery.

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- Notify Admissions Director of under-enrolled and over-subscribed courses of all kinds.
- Monitor students throughout the admissions process to ensure they are meeting deadlines.
- Review age and gender balances on each course for anomalies and follow up accordingly with Director of Admissions.
- Assemble, summarize and compile accurate and complete information on each student and his/her travel plans and send to base camps in a timely manner. Assemble Group Education travel arrangement information and notify base camps in a timely manner.
- Application Review and Med Screening: assess students' psychological, behavioral, motivational and physical fitness for an Outward Bound course using assessment guidelines and screening tools. Level 2-3 medical screening in consultation with Senior Medical Screener
- Work with the Admissions Director and Finance Department to process OE enrollments, transfers, cancellations and refunds in a timely manner while maintaining accurate information in our database.
- Send post-program communications to parents and students.
- Implement end-of-season outgoing calls/surveys to parents at the end of the summer season and assist in compiling the feedback for analysis

Scholarships

- Manage and support local and national scholarship student enrollments in cooperation with the Scholarship and Outreach Coordinator.

Support Admissions Processes

- Assist in updating and/or develop 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 both OE and Group Educations 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 be also required to do other duties as assigned.

 <p>HURRICANE ISLAND OUTWARD BOUND SCHOOL</p>	<i>Position: Course Advisor & Program Coordinator</i>
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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 routine on-call rotation, and 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 Course Advisor and Group Education Coordinator 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

- Familiar with Outward Bound courses and a passion for OB philosophy;
- Must be familiar with all HIOBS range of programs, activities and course areas – both Open Enrollment and Groups/ Custom courses;
- Possess a positive outlook;
- Well organized with attention to detail, and a willingness to follow systems and procedures;
- Strong administrative skills – Microsoft Office (Word, Excel, Powerpoint) required, experience working with a database and digital archive experience a plus;
- Salesforce CRM experience a plus;
- Willingness to learn and/or create new systems in a collaborative environment;
- Sales experience and physical presentation skills a plus;
- Ability to solve problems, think creatively, prioritize and manage multiple tasks successfully within tight timelines and under stress;
- 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;
- Wilderness First Aid or other medical certification a plus and a willingness to learn Medical Screening process and procedure;
- Experienced in and committed to the delivery of exceptional customer service to all of our constituents;

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- Willingness to work as a team to meet the goals of the department;
 - Self-starter, strong initiative and ability to work with minimal supervision.
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Education and Work Experience

- High school diploma or equivalent required. Bachelor degree preferred.
 - Experience in Course Advising (and/or Medical Screening), and/or Course Directing within the Outward Bound system (or its equivalent).
 - Experience juggling diverse responsibilities.
 - Outward Bound or other wilderness expeditionary experience preferred.
 - Experience working with diverse teen populations, adults and client groups..
 - Professional or educational background in education, medical and/or mental health related field desirable.
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Compensation, Benefits and Location

- This is a salaried, 10-month position
 - This position has a comprehensive benefits package, with health insurance (dental included, vision available), 8 days of PTO, EAP, ADD, long and short term disability, life insurance and a 401k plan.
 - Energetic and supportive work environment at a mission-driven organization
 - Located at our administrative offices in Camden, ME.
 - Pro-deals: opportunities to purchase outdoor gear at a discounted prices as part of the HIOBS team.
 - Salary commensurate with experience
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