

 HURRICANE ISLAND OUTWARD BOUND SCHOOL	<i>Position: Course Advisor, Medical Screener and Executive Assistant</i>
	<i>Location: Camden, Maine</i>
	<i>Reports To: Director of Admissions, Executive Director</i>
	<i>FLSA: Non-Exempt</i>
	<i>Updated: 7 February 2019</i>
JOB DESCRIPTION	

**Organization
Summary**

Outward Bound is a non-profit adventure-based educational organization with programs that inspire self-discovery and character development and builds self-confidence and essential teamwork and leadership skills. Outward Bound's mission is to change lives through challenge and discovery.

The Hurricane Island Outward Bound School (HIOBS) operates extended wilderness courses in Maine, Florida, Bahamas, and Central and South America. As one of 11 independent Outward Bound Schools in the US, HIOBS represents one of the top educational brands in the nation. In 2014 HIOBS celebrated 50 years of dynamic programming in the United States.

**Position
Summary**

The Course Advisor, Medical Screener and Executive Assistant has shared responsibility between the Admissions Department and support of the Executive Director. As a Course Advisor and Medical Screener, their role is to enroll and prepare incoming students for their Hurricane Island Outward Bound School experience, prepare the base camp staff for students arriving on upcoming courses, and to act as an upper level medical screener for students from both Open Enrollment and Custom Programs. As an Executive Assistant, this position will support the Executive Director with calendar management, board liaison, communication and other support duties.

**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 and 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 throughout the year. This includes monitoring student demographics and course balance across all courses, student admissions process, and financial record-keeping within Salesforce.
- Attend recruitment events – seasonally, and as available.

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.

Post-Course Alumni Contact

- Serve as a point of contact for families and students who have participated in a HIOBS course – disseminate post-course emails and surveys, provide customer service for future enrollments, and other alumni services as required.

Medical Screening

- Assess students' psychological, behavioral, motivational and physical fitness for an Outward Bound course using OBUSA assessment guidelines and screening tools up to Level 4.
- Review 3+ level medical records for all OE and Custom program students and complete the medical screening process: this includes Extended Review process liaison with Chief Medical Screener, Safety Director, and both Physician and Psych Consultants.
- Monitor trends and patterns in medical screening throughout the year in order to provide reports and insights to HIOBS Chief Medical Screener, HIOBS Safety Director and peers across the OBUSA network.

Executive Assistant Duties & Responsibilities

- Manage Executive Calendar and Meeting Schedule
- Coordinate Travel for ED, other Leadership Team Members, donors and VIPs as necessary
- Ensure outgoing communications from ED are proof read, and professionally formatted
- Serve as point person for Board and Council questions and needs.
- Coordinate and assist ED in all governance matters including the scheduling of Board, Council and Committee meetings
- Serve as Recording Secretary at all HIOBS Board and Council meetings
- Other duties to support the ED as required

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 contact our 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. As Executive Assistant, the support of the Executive Director in coordinating his calendar, communicating with key stakeholders, supporting his workflow and other functions are critical.

Knowledge and

- Familiar with Outward Bound courses and philosophy.
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Skills

- Must be familiar with all of HIOBS' activities and course areas.
- Well organized with attention to detail.
- 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 HIOBS field and basecamp staff.
- Experienced in and committed to the delivery of exceptional customer service to all of our students.
- Sales experience, telephone skills, and solid computer skills: MS Word, Excel, some Database experience preferred. Email and telephone skills required.
- Willingness to work as a team to meet the goals of the department.
- Self-starter, strong initiative and ability to work with minimal supervision.

Education and Work Experience

- High school diploma or equivalent required. BA preferred.
- Outward Bound or other wilderness expeditionary experience preferred.
- Experience working with diverse teen populations and adults desirable.
- Professional or educational background in education, medical and/or mental health related field desirable.

Compensation

- This is an hourly, 12-month position with benefits.
- Salary commensurate with experience within the Course Advisor range.

Application Process

- Interested candidates should contact Mish Sommers, Director of Admissions at 855-802-0307 ext 5053 or email msommers@hiobs.org.
 - Be prepared to submit a resume with references and participate in a personal interview.
 - Application deadline is February 25, with a start date of March 18.
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