



**OUTWARD BOUND  
COSTA RICA**

## **ENROLLMENT & LOGISTICS INTERN MARCH - AUGUST 2019**

### **OUR ORGANIZATION**

Founded in 1994, Outward Bound Costa Rica inspires a lifetime of leadership, growth and a commitment to serve through adventure-based learning to international and Costa Rican students.

Participants on our courses include high school & college-age students and Girl Scouts from diverse international backgrounds. Additionally, we offer Custom Courses for groups of adults, classes, girl scout troops, social/business groups and families. Courses are anywhere from 1-85 days. OBCR currently seeks an Enrollment & Logistics Intern to join its Communications Team to help reaching out to potential students and organize data associated with OBCR's Custom Courses, Summer Expeditions, Gap Year/Semester Courses and Girl Scout Destinations.

Our Communications Office is a collaborative and lively team of four full-time staff members responsible for enrollment, marketing and customer service tasks organization-wide. Our team works to increase course participation across all target audiences and ensure excellent customer service—from prospective students, to families of students currently on course, to alumni and partners.

**This position requires relocating to Costa Rica and committing to a 6-month contract.**

To intern at Outward Bound Costa Rica, you don't have to be an expert in outdoor adventure or Costa Rica—in fact, we love people who are curious and eager to learn and we are happy to help you grow. But, we do look for driven individuals who are not afraid to jump right in.

### **ROLE OF ENROLLMENT & LOGISTICS INTERN**

The months of June to August is our organizations high season, during which approximately 200 students travel to and from Costa Rica to participate in our courses ranging from 1 to 8 weeks. We're looking for an intern to assist our team with research, outreach efforts, and reviewing/processing enrollments and inquiries, as well as other administration duties. Aside from assisting with enrollment processes, we are looking for someone who is willing to jump in and manage student logistics, which includes airport runs and participant evaluations.

You'll be supporting the entire organization and report to our Enrollment Manager and Director of Marketing & Communications.

At our rainforest base located in Costa Rica, your responsibilities will include but are not limited to:

- Overseeing student arrivals and departures at the airport during high season.
- Participate in the spring outreach effort to new market segments: assist in research new potential leads/markets: create new outreach contact lists and keep the existing ones up-to-date
- Outreach to potential leads via email and, when appropriate, follow-up via email and/or phone call
- Organize, print and archive enrollments, paperwork and student forms for incoming courses
- Issue evaluations at the end of each course and maintain evaluation data



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- Assist with any other administrative duties or projects as needed

### REQUIREMENTS

The ideal candidate must possess:

- English writing and proofreading skills
- Excellent time management skills, organizational skills and attention to detail
- Proven customer service and/or administrative skills
- Conversational Spanish speaking skills
- Knowledge of Microsoft Office
- Experience with Salesforce (preferred)
- Demonstrated interest in education and/or study abroad programs
- Positive attitude & a sense of humor
- Cultural sensitivity
- Willingness and ability to live and work in close quarters with a small group of people

### COMPENSATION PACKAGE

- A monthly stipend covering basic costs such as food and local transportation
- Room or dorm room and shared kitchen on our main base (located SE of San Jose in San Ramon de Tres Rios) – all utilities included (water, electricity, phone, cable TV, wireless internet, laundry facility)
- Travelers insurance – Visit WorldNomads.com for more information on their “Explorer Plan” coverage
- Access to approved Outward Bound Costa Rica course activities & equipment for personal use
- Use of Manuel Antonio beach base when not working & when approved by the Program Director

**NOTE: Airfare to and from Costa Rica is NOT included.**

### DURATION OF CONTRACT

The contract period is March through August 2019. Actual dates of arrival and departure will be agreed upon at contract signing.

### HOW TO APPLY

Submit cover letter and resume to Brynna Rao, Director of Marketing & Communications at [CommDirector@OutwardBoundCR.org](mailto:CommDirector@OutwardBoundCR.org). Specify “Enrollment & Logistics Intern Application” in the subject line. Be sure to include details on your availability, both for interviews and ultimate start date, as well as how you heard about this job opportunity. No phone calls please.

### DEADLINE TO SUBMIT



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Applications are due as soon as possible, but no later than January 15, 2019.