



**OUTWARD BOUND
COSTA RICA**

ENROLLMENT & LOGISTICS INTERN JOB DESCRIPTION 2022

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 during the organization's busy high season.

Our Communications 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 3-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 organization's 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 Director of 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 outreach efforts 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 or phone call
- Organize, print and archive enrollments, paperwork and student forms for incoming courses
- Issue evaluations at the end of each course and create reports and summaries based on evaluations and enrollment data

- Process student payments and help communicate with participants if issues arise
- Assist with any other administrative duties or projects as needed

DESIRED QUALIFICATIONS

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)
Experience using WhatsApp (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

- 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, 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 and Director of Communications

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

HOW TO APPLY

Submit cover letter and resume to Helen Kidwell, Senior Media & Marketing Manager, at marketing@outwardboundcr.org. Specify “Enrollment & Logistics Intern” in the subject line. Be sure to include details on your availability, both for interviews and start date. No phone calls please.

Applications are due as soon as possible for immediate review.