

## **Custom Course Manager**

### **Who We Are:**

Costa Rica Outward Bound inspires and develops leadership, compassion, responsibility, respect for the environment and commitment to serve through adventure-based wilderness experiences led by the most skilled, safety-conscious staff. Costa Rica Outward Bound currently seeks a **Custom Course Manager** to join its communications team to promote, sell, and organize all details associated with the school's customized adventure courses.

The Communications Team of five is charged with increasing course participation across all target audiences and ensuring excellent customer service with regard to stakeholder communication – 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 12-18 month contract.

The Custom Course Manager reports directly to the Communications Director.

### **Specific duties include:**

- Lead business development within the custom course arena, including proactive outreach to new market segments, cold calls, marketing/outreach efforts, etc.
- Actively research and develop customized offerings to appeal to new audiences and work with the Program Director to develop and support these programs internally
- Collaborate with the Program office to create and present custom course itineraries for different target audiences, including but not limited to school groups, corporations, faith-based organizations, girl/boy scout troops, and families
- Act as principle communications liaison between group coordinators and their students, and Costa Rica Outward Bound staff via email, phone, and personal meetings
- Provide updates regarding plans for contract courses and events to Costa Rica Outward Bound Management Team on a regular basis
- Support logistics of special events and customized courses, including arrangements for hotel reservations, transportation, staffing, and gear, as needed

- Manage all special events on-site (i.e. one-day events) as well as ensure logistics for arrivals and departures of all custom courses run smoothly. This may involve work outside of office hours, including evenings and/or weekends.
- Proactively seek partnerships with organizations that can contribute to current course offerings, i.e. service organizations
- Review all enrollment and medical forms for incoming groups
- Issue evaluations at the end of each course and maintain evaluation data in an Excel Document
- Assist with any other administrative duties as needed

**Essential Qualities:**

- Cultural sensitivity
- Willingness and ability to live and work in close quarters with a small group of people
- Ability to separate personal and professional issues
- Spanish language skills (fluency preferred, but not required)
- Personal interest in the outdoors and the mission of Outward Bound; proactively seek out students/instructors to engage with current courses
- Ability to multi-task and stay focused despite regular interruption (i.e. drive results)
- Sense of humor
- Tenacity about traveling and/or finding personal connections in the greater San Jose area despite challenges (i.e. bad weather, limited transportation options, cultural differences, etc.)
- Openness to collaboration and/or differing opinions
- Ability to manage conflict with openness and tact
- At least one year living, working or studying outside of your home country (preferred but not required)

**Professional Qualifications:**

- 2+ years sales, fundraising or business development experience (preferred)
- Proven customer service and/or administrative skills
- Bachelor's degree in communication, business or related field (required)
- Strong attention to detail
- Strong organization and project management skills
- Excellent grasp of spoken and written English
- Motivated to initiate and lead projects
- Knowledge of Microsoft Office
- Experience with Vertical Response and/or Salesforce (a major plus)

**Compensation Package:**

- Monthly stipend plus food allowance
- 30 days paid vacation
- Basic travel insurance coverage and preventative medical stipend
- Plane ticket to and from Costa Rica
- Private bedroom in a furnished, 4 bedroom / 2 bathroom house 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)
- Access to Costa Rica Outward Bound courses and equipment for personal use

**How to Apply**

Submit cover letter and resume to Jeff Friend at [commdirector@crrobs.org](mailto:commdirector@crrobs.org). Specify “Custom Course Manager” in the subject line. Be sure to include details on your availability, both for interviews and ultimate start date. The preferred start date is June 18<sup>th</sup>.