



**OUTWARD BOUND  
COSTA RICA**

## **ENROLLMENT & LOGISTICS INTERN Summer 2023**

Founded in 1994, Outward Bound Costa Rica offers a range of experiential education programs to high school, college students and adults that promise challenging physical activities across Costa Rica and Panama with a focus on personal development, leadership, and cultural immersion.

Our Communications Office is a collaborative team of three 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 moving into provided housing on Outward Bound Costa Rica rainforest base for the contract period.**

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 and organized individuals who are not afraid to jump right in.

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

During the months of June to August, we welcome approximately 200-300 students to and from Costa Rica to participate in our courses ranging from 1 to 8 weeks. As Enrollment & Logistics Intern, you'll be assisting our office team Tuesday to Friday with research, outreach efforts, and reviewing/processing enrollments and inquiries, as well as other administration duties. Every Saturday, your role will be to welcome students and manage group logistics during their arrival and departure at the Juan Santamaría International Airport (SJO).

You'll be supporting the entire organization and report to our Enrollment & Outreach 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 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 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 prepare accurate reports from course evaluation data.
- Assist with any other logistical and administrative duties as needed at our rainforest base.

## **REQUIREMENTS**

The ideal candidate must possess:

- English writing and proofreading skills
- Excellent time management, organizational skills and attention to detail
- Proven customer service and/or administrative skills
- Conversational Spanish skills
- Proficient in Microsoft Excel
- Experience with Salesforce (preferred)
- Good reporting skills
- Demonstrated interest in outdoor education and/or study abroad programs
- An adaptable and positive attitude
- Cultural sensitivity
- Willingness and ability to live and work in rustic accommodations with a small group of people

## **COMPENSATION PACKAGE**

- A monthly stipend of \$450 USD
- Room and shared kitchen on our main base (located east of San Jose in San Ramon de Tres Rios) – all utilities included (water, electricity, wireless internet, laundry facility)
- Travelers insurance for the duration of the contract period
- 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**

We are open to individuals who can start in late May and are available until the end of August, 2023. We are open to negotiate start and end dates. Actual dates of arrival and departure will be agreed upon at contract signing.



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## **HOW TO APPLY**

Submit cover letter and resume to Natalia Kiousi-Adami, Enrollment & Outreach Manager, at [enrollment@outwardboundcr.org](mailto:enrollment@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**

Applications are due as soon as possible for immediate review.