



# OUTWARD BOUND CANADA

## **Position: Admissions Department Intern, Individuals and Groups Programs (paid internship)**

Immediate Supervisor: Admissions Manager, Funded Programs

Location: Toronto, ON

Start Date: ASAP (8 weeks positions)

Since 1969, Outward Bound Canada has made it our mission to cultivate resilience, leadership, connections and compassion, through inspiring and challenging journeys of self-discovery in the natural world. A not-for-profit, charitable, educational organization, Outward Bound Canada has challenged over 150,000 Canadians to step out of their comfort zone with our unique outdoor adventures. We pride ourselves on offering transformational journeys that encourage participants to push beyond their limits and discover their true potential.

### **ABOUT THE POSITION**

The Admissions Department Intern actively supports the duties upheld by the Admissions Department in the busy summer season. This position will play a key role in responding to inquiries, department mail outs, documents review and revision, and the overall success of the department. The role includes participating in regularly scheduled Department Check-Ins and National Office meetings.

### **DUTIES & RESPONSIBILITIES**

- Actively supports with course-related inquiries, communicating by telephone and email to track and respond to initial inquiries from potential participants, providing pre-course information and advice.
- Assist with pre-course logistics: respond to participant questions, process payments and audit the collection and distribution of pre-course documents.
- Review and audit pre- and post-course documents for Individuals Urban, Wilderness and Group programs. Assist with auditing post-course documents in a timely manner.
- Assist with Admissions-related mail outs: birthday cards, pre-course buffs, post-course graduation packages, high school credit reports.
- Contribute towards data entry using relevant information systems: Google platforms, Microsoft Office, Camp Brain and Salesforce.
- Other duties as assigned.

### **SKILLS & EXPERIENCE DESIRED**

- Experience communicating with clients and potential clients through email and telephone communications.
- A helpful demeanour with superb customer service skills.
- Overall an organized individual who is task oriented and excellent with time management.
- Experience with reviewing and revising documents with attention to detail.
- A keen interest in outdoor pursuits is considered an asset.

### **READY TO APPLY?**

The position is in collaboration with Canada Summer Jobs and has eligibility criteria including:

- Between 15 and 30 years of age (inclusive) at the start of employment.
- A Canadian Citizen, permanent resident or person whom refugee protection has been conferred under the Immigration and Refugee protection act.
- Legally entitled to work according to the relevant provincial/territorial legislation and regulations

Please send cover letter and CV to [employ@outwardbound.ca](mailto:employ@outwardbound.ca).

Application Deadline: May 15, 2019

Outward Bound Canada is an equal opportunity employer. We thank all applicants for their interest; however, only candidates selected for an interview will be contacted. No phone calls please.