



NOLS WILDERNESS MEDICINE  
NC OFFICE OF EMS  
LEAVE NO TRACE CENTER FOR OUTDOOR ETHICS  
AMERICAN CANOE ASSOCIATION  
STARFISH AQUATICS INSTITUTE  
AMERICAN SAFETY & HEALTH INSTITUTE

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[WWW.LANDMARKLEARNING.ORG](http://WWW.LANDMARKLEARNING.ORG)

Landmark Learning is the only nationally-accredited school serving professionals and recreators in the outdoor industry. Our mission is to be the leading resource for education and training for the outdoor community, advancing national standards through a network of professional educators, researchers, and certification specialists. Located on 40+/- mountainous acres, we serve 3000+ students annually at our Cullowhee, NC, campus and around the world.

### **Program Assistant – Job Description 2020**

#### **Pay and Benefits:**

- Part-time or Full-time, living wage hourly rate \$14.25
- Access to Landmark Learning professional purchases for personal equipment
- Landmark Learning courses at a 50% tuition discount, after first 6 months of employment
- Access to group health insurance after 90 days of employment

#### **Reports to:**

The Program Assistant is supervised daily by the Program Coordinator, and overseen by the Administrative and Executive Directors. This position is conducted on site at the Landmark Learning campus and administrative office in Cullowhee, NC.

#### **Responsibilities Include:**

##### **Student Services: 50%**

###### ***Data Entry***

- Customer service – answer phones, direct queries, return voicemail and emails
- Assist students as initial point of contact for registrations, cancellations, and transfers
- Communicate clearly via phone, email, and in person with students regarding course details, prerequisites, and tuition balances
- Student records – maintaining database records including certifications, expirations, course grades, transcripts, and continuing education credits
- Financial Aid - manage financial aid requests from students through our Title IV partners and communicate with NOLS Financial Aid as needed

###### ***Retail Support***

- Assist with retail sales at base courses
- Maintain storefront appearance

##### **Program Management: 50%**

###### ***Course support***

- Maintain accurate enrollment information affecting online course availability
- Assist Program Coordinator with gear set management, restock, and repair
- Assist Program Coordinator with faculty living logistics and travel arrangements for away and onsite courses
- Editing of manuals, taking photos during courses, or general school development and prep as needed

**Facility**

- Facility Management – including grounds work and trail maintenance, pre-course classroom preparedness, student welcome information, maintain office/kitchen/bathroom/floors and dusting in conjunction with other support staff

**Competencies**

- Excellent written and verbal communication skills; must be able to present needs clearly and pleasantly to students, instructors, vendors, and staff with a positive and helpful attitude whether in person, over the phone, or via email
- Basic proficiency with computer programs and keyboard
- Must possess the ability to work independently and proactively within the larger scope of Landmark
- Well organized and have the ability to prioritize tasks on a daily, weekly, and quarterly basis
- Must be a team player, interested in the benefit of the entire Landmark culture

Landmark Learning is an [Equal Opportunity Employer](#).