



AMERICAN CANOE ASSOCIATION
HEALTH SAFETY INSTITUTE
LEAVE NO TRACE ORGANIZATION
NOLS WILDERNESS MEDICINE
NC OFFICE OF EMS

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WWW.LANDMARKLEARNING.ORG

Landmark Learning's 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 2025

Pay and Benefits:

- Part-time or Full-time, hourly rate \$18.00-\$20.00
- Access to Landmark Learning professional purchases for personal equipment
- Landmark Learning courses at a 50% tuition discount, after first 6 months of employment

Reports to:

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

Responsibilities Include:

Student Services: 50%

Office Support

- 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
- Host onsite courses, including parking support on Day 1
- Assist Program Manager with gear set management, restock, and repair
- Assist Program Manager 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
- Maintain social media presences weekly and quarterly student and faculty newsletters

Facility support

- 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, faculty, 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](#) and uses [e-Verify](#).