



**OUTWARD  
BOUND**

*Position:* Director, Community Outreach

*Location:* Philadelphia, PA

*Reports To:* Executive Director

*FLSA:* Non-Exempt

*Date Updated:* May 7, 2008

## **JOB DESCRIPTION**

### **Summary**

The Director, Community Relations is the primary contact between community partners and the Philadelphia Outward Bound Center. This position is responsible for marketing and booking courses, oversees the participant application process and manages the Mid-Atlantic student database in collaboration with the Baltimore Center. The Director, Community Relations is also responsible for the Leadership Curriculum used on all courses delivered from both Mid-Atlantic Centers. This position supervises the Philadelphia Medical Screener and Admissions Coordinator.

### **Essential Duties and Responsibilities**

- Responsible for the recruitment of students and teachers from Philadelphia regional schools eligible for program scholarships for *Insight* courses, *Peer Leadership* expedition courses, and *Educator* courses.
- Responsible for recruitment of Philadelphia regional students for Mid-Atlantic *Youth Leadership Corps* summer courses.
- Develop target list of schools contacts for recruitment.
- Ensure course details and information is sent to all inquiries.
- Responsible for maintenance of all program data entry.
- Ensure program facts are entered into FileMaker Pro and contracts are printed for distribution once program dates have been established on Master Schedule and funding source approved by Executive Director.
- Plan post program components together with PD-Philadelphia. This includes, but is not limited to, pre and post course evaluations, required reports to school and community partners, alumni events and graduation events.
- Develop appropriate materials and communication strategies for student/teacher recruitment and follow up activities.
- Develop, implement and coordinate training for Mid-Atlantic Centers' Leadership curriculum.
- Responsible for preparation of contracts for community partners, including any specific design/curriculum links.
- Schedule and conduct pre and post course briefings in conjunction with PD-Philadelphia and instructors.



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### **Secondary Duties and Responsibilities**

- Maintains detailed budget records for all courses.
- Ensure overall customer satisfaction with Center program quality and implementation.
- Answer phone/e-mail/mail inquiries as necessary.
- Coordinate promotional mailings as necessary.
- Coordinate promotional visits to schools as necessary.
- Participate in other duties as assigned.

### **Knowledge and Skills**

- Knowledge of OB programs and philosophy.
- Detail oriented with good organizational skills.
- Flexible, self-starting, service oriented individual.
- Ability to problem solve, prioritize and manage multiple tasks successfully within tight timelines and high stress.
- Very strong and effective communicator, both written and oral.
- Experienced in, and committed to, the delivery of exceptional customer service.
- Ability to establish rapport with both youth and adults.
- Ability to develop positive, productive relationships with students and their families, Outward Bound staff and regional teams.
- Telephone skills, Computer skills: MS Word, Excel and email experience.

### **Education and Work Experience**

- Bachelor degree and 1-3 years experience in the outdoor education/experiential learning field or any similar combination of education and experience.
- Prior Outward Bound experience preferred.

### **Compensation**

- Full-time salaried position.
- Salary is competitive and commensurate with experience.
- Frequent travel is expected between the Baltimore and Philadelphia Centers.