



NEW POSITION ANNOUNCEMENT

POSTING DATE: September 17, 2021

POSITION: Client Support Specialist

TYPE: Full-Time, Salaried Employee with Benefits - 40 hours per week - Monday to Friday - 9am to 5pm

LOCATION: Portland, Maine Headquarters Office

OVERVIEW

Wilderness Medical Associates International (WMAI) is seeking to add a motivated, customer service-oriented individual to our headquarters team. WMAI is the leading provider of wilderness first aid training in the U.S.A. and abroad, serving more than 7,000 students each year. Our international partners are located in Canada, Brazil, China, Japan, Iceland, Belgium, Tanzania, and Taiwan. For more than 40 years WMAI has succeeded by attracting world-class instructors with significant pre-hospital and emergency medical experience focused on wilderness, remote, and under-resourced settings. To help students gain both confidence and competence in managing medical emergencies, WMAI courses involve a mix of classroom learning and skills practice. To learn more about WMAI, please visit our website - wildmed.com.

RESPONSIBILITIES

- Providing both Clients and Students with Prompt and Helpful Answers via Phone & Email
- Insuring the Accuracy of Data Related to Students & Courses
- Processing Course Booking Requests from Instructors
- Finalizing Courses & Processing Certification Card Requests
- Providing Quality Assurance Support
- Preparing & Shipping Orders of Book & Equipment plus Fulfilling Student Orders

QUALIFICATIONS

- Customer Service Experience
- Solid Writing & Oral Communication Skills, e.g., excellent grammar & spelling
- Proficiency with Business Software Programs including Word, Excel, Outlook, etc.
- Familiarity with online Learning Management Systems (LMS), e.g., Moodle
- Team Skills, e.g., good communication, collaborative spirit, etc.
- College Degree Preferred

QUALITIES DESIRED

- Team Oriented
- Personable
- Service Minded
- Eager to Learn
- Problem Solver
- Organized

COMPENSATION: \$36,000-\$38,000 commensurate with experience.

TO APPLY: Please send an email with your résumé to office@wildmed.com