



OPEN POSITION ANNOUNCEMENT

POSITION: COURSE COORDINATOR

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

LOCATION: Portland, Maine (Headquarters Office)

ABOUT US

Wilderness Medical Associates International (WMA) is the leading provider of wilderness first aid training in North America and abroad, serving more than 7,000 students each year. Our international partners are located in Brazil, China, Europe, Japan, Iceland, Belgium, Botswana, Tanzania, and Taiwan. For more than 40 years, WMA 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, WMA courses involve a mix of classroom learning and skills practice. To learn more about WMA, please visit wildmed.com.

POSITION SUMMARY

Our headquarters office is seeking a highly motivated and customer-service oriented professional to join its team. This position will work closely with the Operations Manager and Purchasing and Logistics Manager to support the daily needs of our licensed training companies, instructors, and students. Responsibilities include providing quality customer support and managing course logistics.

RESPONSIBILITIES

Content Knowledge

- Understand the value that WMA places on providing industry leading wilderness medical training around the world.
- Build expertise in WMA's course offerings to be able to provide excellent customer service to licensed training companies, instructors, and students.
- Learn to use company database software and our learning management system.
- Learn internal policies and procedures that support courses, instructors, and students.

Course Support

- Manage the course lifecycle, from reviewing and approving course booking requests through finalizing and processing course certifications.
- Process, print, and ship certification cards to instructors before courses start.
- Provide technical support to instructors and students seeking assistance.
- Process submissions to CAPCE, an accrediting agency for continuing education.
- Handle requests for certification extensions.

Database Management

- Maintain instructor, student, and course records accurately and reliably within company database.

Other

- Provide quality assurance support to other team members working on different projects.
- Prepare and ship orders of books and equipment in addition to fulfilling student orders.
- Work with the Operations Manager and other team members to support projects.
- Perform all other duties as assigned.

QUALIFICATIONS

- Bachelor's degree (preferred)
- Previous outdoor education or wilderness medicine experience (preferred)
- Strong problem-solving and analytical skills
- Proficiency utilizing the Microsoft's Office 365 Suite
- Excellent verbal and written communication skills
- An interest in working with customers in a professional environment
- Experience handling multiple projects with successful outcomes
- Familiarity of working with learning management systems and databases (e.g., Moodle)
- Willingness to learn new systems and offer new insights
- Detail oriented, organized, and pro-active
- Team skills (e.g., good communication, collaborative spirit, etc.)

COMPENSATION: \$45,000-50,000 commensurate with experience

BENEFITS

- Employer-matched contribution to Simple IRA Plan (up to 3% of salary) following onboarding period
- Profit-sharing plan participation following 90 days of employment.
- Reduced rates for WMA wilderness medicine courses

TO APPLY: Please send an email with your résumé to Luke O'Neill, Chief Financial Officer, at luke@wildmed.com.