

## **Admissions and Customer Service Officer**

The Admissions Officer serves as the primary point of contact for prospective and enrolled students at Desert Mountain Medicine. This role is responsible for delivering exceptional customer service, managing student enrollment processes, supporting certification and continuing education pathways, and ensuring administrative excellence across DMM's educational programs.

The Admissions Officer works closely with the Director of Instructional Operations (DIO), Chief Operating Officer (COO), Chief Executive Officer (CEO), and other DMM team members to improve systems, support students, and uphold the organization's commitment to professionalism and equity in wilderness medicine education

A three-year commitment is preferred. Position scope may evolve upon annual contract renewal.

### **Essential Functions**

#### **Customer Service**

- Provide excellent customer service to all stakeholders via phone and email
- Respond to course inquiries and forward specialized questions to the COO as appropriate
- Collaborate with DMM staff to address inquiries and resolve issues

#### **Student Support & Enrollment Management**

- Assist students in identifying appropriate course
- Process enrollments, cancellation, transfers, payments and refunds
- Manage all registrations
- Support scholarship requests
- Manage payment plans
- Update and maintain accurate records on internal DMM record keeping tools
- Upload rosters and record pass/fail outcomes and certification adjustments
- Distribute certificate announcements
- Process continuing education and fellowship credits
- Support student troubleshooting related to registrations, DMM educational systems, and certifications
- Coordinate administrative coverage during absences

#### **Operations & Administrative Support**

- Gather data and assist with metrics and reporting
- Perform administrative duties commensurate with organizational needs
- Help coordinate DMM special events
- Assist with DMM headquarters facility support and management
- Ensure DMM apartment and classroom are prepped before and cleaned after courses

- Collaborate with the DMM team to improve processes and student outcomes
- Assist with course equipment prep, cleaning, and shipping

### **Position Requirements**

- Strong attention to detail with strong organizational skills
- Ability to manage and prioritize multiple responsibilities and tasks
- Experience working effectively with higher education institutions and/or healthcare organizations
- Highly ethical and committed to implementing Justice, Equity, Diversity, and Inclusion (JEDI) practices
- Strong customer service and communication skills (individual and group settings)
- Demonstrated leadership, sound judgment, and critical thinking
- Ability to adapt to shifting priorities and organizational growth

### **Technical Skills**

- Proficiency in Mac OS, Pages, Keynote, Numbers
- Proficiency in Google Workplace suite
- Working knowledge of Word Press, CiViCRM, and Adobe Creative Suite
- Experience with learning management systems (e.g., Canvas) preferred
- Willingness and ability to quickly learn technology systems

### **Working Conditions**

- Extended periods working on a computer and phone
- Office-based role at DMM Headquarters in Leadville, Colorado
- Must be able to meet physical requirements of an administrative office setting
- The DMM office is on the second floor of a building and requires ascending and descending stairs

### **Additional Notes**

This job description represents the major functions of the position but is not intended to be all-inclusive and may change after 1-year. The Admissions Officer is also responsible for taking direction from the Director of Instructional Operations (DIO), Chief Operating Officer (COO), and Chief Executive Officer (CEO) in completing projects or performing duties deemed necessary for DMM's success.

This is an in-office position, and is not eligible for remote work.

### **Compensation and Benefits**

- Job Type: Full-Time/ Non-Exempt
- Location: DMM Headquarters, Leadville, Colorado
- Salary Range: \$50,500-52,500 (DOE)

- Three-year commitment preferred. The position may be different upon yearly contract renewal.
- Benefits:
  - Simple IRA - eligible after 1 year
  - Healthcare program access & stipend
  - Wellness Spending Account
  - Flexible schedule
  - Employee discounts
  - Complimentary Wilderness First Responder during the employment period at DMM, preferably in the first 3 months of employment

### **Application**

To apply, send a cover letter, resume, and three references to [employment@desertmountainmedicine.com](mailto:employment@desertmountainmedicine.com).