



Internship: Enrollment Advisor

Division: Global Leadership Adventures

Location: San Jose, Costa Rica

Compensation: Paid (Living Stipend + internship benefits)

Type: International Internship

Duration: Sept 30, 2019 - August 31, 2020

Level: Entry-Level

Global Leadership Adventures (GLA) is a fast growing international education company that sells and operates high-quality, short-term service-learning trips for high school students in Asia, Africa, Europe and Latin America. Our mission is to inspire the next generation to realize their potential to transform the world and their role in it.

We are looking for our next generation of superstars to represent GLA and we're interested in talking with you about the opportunity to join our team in Costa Rica for our training internship program! We are a team of experts in consultative sales who have visited our programs and can speak with a level of confidence that inspires trust in our organization. We take pride in the people we select through our application process to join our team as we know that YOU will be representing our organization and speaking to thousands of prospective families this year. We are very proud of the impact that our programs abroad have on teens; we have provided experiences abroad that have broadened perspectives, inspired continuing projects and formation of nonprofits, and facilitate meaningful cross-cultural exchange and for thousands of students and as an organization we can't wait to see what transformations the coming year will bring. You will often be their first point of contact with these young people and their parents, are in many ways a gateway to these life-changing programs.

At GLA, we'd like to think that everyone is looking for an opportunity where they can feel empowered, pursue a career in something meaningful, contribute real results and grow their skills every day. Since we feel strongly about training and developing employees here at GLA, Internship in our Admissions Department offers opportunities to learn various facets of the organization and our unique industry with a special focus on customer service and consultative sales. Our training program is designed to engage, monitor individual performance and incentivize team members. You will work alongside a cohort of fellow like-minded interns and supervisors throughout your time in Costa Rica.

Responsibilities: Enrollment Advisor

Work directly with the Admissions Team to generate enrollments by engaging in consultative sales over the phone with families who have expressed interest in our program.

- Your primary responsibility will be making outbound calls to thousands of parents and students who request information about our organization.
- You will be qualifying warm leads and transferring interested prospects to a seasoned advisor.
- The position does require focus, strong verbal and written communication skills, technical literacy and a great attitude.
- Speak with thousands of prospective families over the phone and communicate the excitement and transformative nature of our experiences.
- Our Advisors average 150-250 outbound calls per day, utilizing our calling software and systems. You will be held to additional metrics to measure your success.
- Though most of the time you will be selling, occasionally you'll also be asked to assist with program support and customer service.
- Through this position you will be given the ability to develop skills and knowledge that will accelerate career advancement and future professional opportunities.



Qualifications

- You have an innate sense of customer service and have the work experience to prove it.
- Bachelor's degree
- You are hard-working, flexible, positive and resilient
- Passionate about not only the GLA mission, but also Sales & Customer Service
- Excellent communication skills
- Highly motivated and proactive
- Experience with CRM software is preferred

About the Internship Program in Costa Rica

This internship is part of the EduTerra Global Internship (EGI) program. EGI is designed to give young professionals the chance to gain international work experience, learn Spanish, and explore Costa Rica. Interns live with Costa Rican host families in order to gain cultural immersion and language proficiency, and work in our office in Los Yoses, San Pedro, one of the most popular areas in San José. Work alongside other mission-driven interns who work hard and play hard!

Internship benefits include:

- Homestay lodging with a Costa Rican host family and two meals per day
- \$400 monthly living stipend for 4 day work-week or \$600 monthly living stipend for 5 day work-week
- \$2,500 completion bonus
- Visit a program in action!
- All expenses paid excursions around Costa Rica to visit GLA's program sites and partners
- Weekly Spanish classes
- Round-trip airfare to and from Costa Rica for start and end of program (October & August)
- 2-week holiday break at the end of December/new year to use you wish
- Financial and logistical assistance with immigration process
- Local (Costa Rican) health insurance
- Professional development workshops
- Training on all departments of the organization

Interested?

We will be reviewing completed applications and offering positions on a rolling basis. This is a highly competitive process and we will be screening all applicants carefully to ensure the best fit for the internship. We will continue accepting new completed applications until all positions are filled. Internship offers will be made on a rolling basis; we aim to fill all positions by August 1, 2019. For this reason, please get your application completed as soon as possible, so you can begin the interview process.

Step 1: Submit Online Application

Complete and submit an online application. If you experience any issues or do not receive a confirmation email from GLA, please email egi2020@experiencegla.com

Step 2: Submit Sparkhire Video

Upon submission of your online application, you will receive a link to complete a recorded interview using Sparkhire. This step requires a video and microphone on your computer. You will be asked to record your responses to four questions. We cannot offer technical assistance, if you need help, please contact Sparkhire directly. For questions related to the application you can email egi2020@experiencegla.com



Step 3: Interviews

Once you complete steps 1 & 2, we will review your application, cover letter, resume and Sparkhire video. You must submit complete Step 1 and Step 2 in order to be considered. If your application is selected, we will invite you to a first interview via telephone. Successful candidates will complete a minimum of 3 phone interviews before they are offered a position.

Due to the high volume of applicants, we ask that you refrain from contacting our office by phone.

For more information about the EGI program, visit <http://www.eduterra.co/eduterra-global-internships>