

## **JOB TITLE: CLIENT SERVICES SPECIALIST- PENN**

Summer Discovery and Summer Institute for the Gifted (SIG) change students' lives. We are the world's most popular pre-college academic, enrichment, and gifted programs for students aged 5 – 17. We partner with world-class universities including UCLA, University of Michigan, University of Pennsylvania, Wharton, and Cambridge to run programs where students learn, have fun, and thrive. We are passionate about what we do, the impact we have, and the Summer Discovery and SIG teams who make it all happen.

### **What's the job?**

The Client Service Specialist will be responsible for providing exemplary service to enrolled students, pre- and post-arrival on campus. This role will play a large part in creating and influencing a company-wide culture of putting the customer first. The Client Service Specialist will spend 6-8 weeks on the University of Pennsylvania campus working over the summer.

The ideal candidate will be self-motivated, patient, empathetic, and passionately communicative with the ability to resolve conflicts efficiently and professionally. Experience in luxury brands client service is a plus. Our clients expect a very high level of service and this person will be excited to work with families after they enroll, answering questions and proactively communicating along the way. Your goal will be to make every client feel like they made the best decision to send their children on a program with us. You'll also be working to cross-sell and upsell complementary programs to families.

Summer Discovery is a growing company with a seasonal business, so flexibility and the ability to pivot will be important. You'll work hard, occasionally in the evenings, and during the summer, you will spend time on campus and will work to run the program. Our office is in Roslyn, NY and we prefer someone based in NY but we are open to a remote employee.

Experience is important. We're looking for someone with a demonstrated track record of providing exemplary customer service, conflict resolution, surprising and delighting clients, and working with clients who expect a very high level of service.

### **Responsibilities**

- Process applications for students applying to programs
- Answer questions from families about Penn/Wharton Summer Programs
- Call families and welcome them to their program, work with individual families from enrollment to post-campus
- Respond quickly to customer inquiries
- Process refunds for families
- Assist in scholarship management, working with families who were awarded scholarships
- Process pre-campus student forms

- Host occasional zoom meetings for clients
- Maintain and manage client outreach calendar, hitting all deadlines
- Develop and sustain strong working relationships across all functions of the business
- Spend time on campus during the summer

### **Core Competencies**

- Self-starter who is resourceful, driven, and capable of handling multiple projects at one time and meeting deadlines
- Ability to service international and domestic clients
- Ability to work independently in a very fast-paced, deadline-driven environment while efficiently and effectively managing competing priorities
- Excellent oral and written communication skills
- Strong organizational skills with strong ability to plan, prioritize, and organize work effectively to produce measurable results
- The ability to assess situations accurately and determine appropriate action

### **Qualifications**

- Minimum Bachelor's degree
- Minimum 3 years of client services experiences
- Experience with Microsoft technologies (Outlook, Office 365)
- Salesforce experience highly desired
- Superior English, written and verbal communication skills