JOB DESCRIPTION

Position Title: Education Coordinator

Status: Non-Exempt

Original Date: October 8, 2019

Department: Sales & Marketing

Reports To: Manager, Education Coordinator Team

Basic Function and Scope of Responsibilities
Provide exceptional customer service and have in-depth knowledge of company products and programs.

Principal Responsibilities:
- Serve as a primary customer contact for all inquiries via phone, mail and e-mail with a focus on achieving high customer satisfaction through excellent customer service.
- Work with manager to determine approach for service inquiries to ensure timely contact with students as well as excellent customer service.
- Accurate record-keeping and database entry in Salesforce CRM.
- Follow up with customers in an efficient, timely manner, which may require acting as a liaison to other departments.
- Actively solicit additional registrations for BOMI classes on each, and every, customer contact.
- Solicit student contacts for referrals of colleagues and potential interest in corporate education program, seek decision-maker, and cultivate leads for sales team.
- Cross-training with other departments to understand company-wide policies, record keeping and related customer service issues.
- Serving as a role model, advise staff on ways to continually improve service, based on customer interaction.
- Run computer-generated reports, labels, and related communications as needed.
- Other duties as assigned.

Minimum Qualifications:
- Previous customer service experience.
- Computer proficiency, ability to use Excel and Word.
- Attention to detail.

Training, Skills, Knowledge and/or Experience:
- Ability to communicate orally in English with others.
- Ability to communicate effectively in writing, using the English language, with or without the use of auxiliary aids or services.
- Salesmanship.
- Effective and professional telephone sales skills and manners, with a positive energy and enthusiasm.
- Ability to work cooperatively with colleagues at all levels.
- Ability to effectively coordinate multiple projects with deadlines.
- Ability to convey and receive specific information.
- Ability to recommend changes effectively.
Physical Requirements:
- May be exposed to short, intermittent and/or prolonged periods of sitting and/or standing in performance of job duties.
- May be required to accomplish job duties using various types of equipment/supplies, to include but not limited to pens, pencils, calculators, computer keyboards, telephone, fax machine, etc.
- May be required to transport self to off-site meetings.

The physical demands and work environment that have been described are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions in accordance with the Americans with Disabilities Act. The above job description is an overview of the functions and requirements for this position. This document is not intended to be an exhaustive list encompassing every duty and requirement of this position; your supervisor may assign other duties as deemed necessary.

Employee Signature: ____________________________ Date: __________

Supervisor Signature: ____________________________ Date: __________