



**Client Success Intern Description:
Role, Responsibilities, Results, Requirements**

Position:	Client Success Intern
Department:	Customer Success
Reports To:	Senior Director of Development & Operations
Job Type:	Part-time; UNPAID

Role (Overview of the Position)

Stacy Tuschl, LLC - a High-Performance Coaching & Business Mentorship company - is currently looking for an ambitious Assistant Coordinator (unpaid Intern) to join our expanding Client Success team. This individual will work directly with the Senior Director of Development & Operations to help guide and support outbound online activity focusing on lead generation.

This unique and dynamic intern position is a part-time role (with the opportunity to grow into a full-time paid position) and is perfect for an individual who desires to work with a cutting edge company ahead of practical marketing standards. The purpose of this role is to develop a positive client experience, effectively execute all service transactions (e.g. deposits, payments, address changes, disputes, etc.), assist in creating training courses and educational materials, and optimize existing processes within the company and actively enhance all Customer Success initiatives. Furthermore, this intern role is also well-versed on the technical side of projects and can offer insight and tips on how to use features and troubleshoot. This position is in the Client Success department and works alongside upper management and department leaders to promote retention and an overall successful experience for our clients.

Responsibilities (Tasks Associated with the Role)

- Provide administrative support for new client onboarding - client contract, client intake, admission to program specific social platforms and register client in project management software.
- Via email and FTF Facebook group, address, resolve, and record any client issues that arise pertaining to business growth, billing, and general account satisfaction.

- Ensure all client payments are processed accurately via Stripe. Follow-up with clients whose payments have failed. Forward delinquent accounts to the company lawyer and collection agency.
- Organize, modify and update newsletter content. Schedule and execute newsletter release. Post newsletter to appropriate social group(s).
- Timestamp CEOs calls and upload coaching calls to Kajabi.
- Schedule and execute weekly / monthly FTF Facebook posts - this includes, but is not limited to, coaching, client wins, reminders for upcoming events, featured member(s), and an event calendar
- Update list of VIP members monthly and schedule / send out VIP Zoom call invites.
- Create coaching team calendar
- Conduct New Member Onboarding orientation
- PH Administrative Tasks

Results (Expected Accomplishments)

- Consistently achieve an overall NPS score of 70%(+) on a monthly basis
- Ensure no more than 5% of the total critical number (FTF & PH) have failed payments weekly.
- Ensure all email inquiries are responded to by the end of each day (4:30PM CST).
- Consistently support superior client success by focusing on client retention and promotion of the company referral program.

Requirements (Expected Proficiencies)

- High school diploma or equivalency required
- 2nd(+) year Business/Communications/Management/Liberal Arts student (preferred)
- Highly organized and able to multitask
- Self-driven and proactive nature
- Familiarity with email, internet, Apple OS, Google Apps
- Excellent written and oral communication skills required
- Passion for exceptional customer service
- 2 (minimum) years of Customer Service experience

This intern description is not all-inclusive and certain activities, duties or responsibilities may be required of the intern as needed.

Interested in this position?

Please send your resume and why you believe you are the best candidate for this internship to:

lori@stacytuschl.com