

Job Title:	Client Relations Associate	Date Posted:	09/12/2018
Location:	Houston	Travel Required:	Travel Required
Level/Salary Range:	\$14-\$16 per hour depending on experience	Position Type:	Full-Time Hourly (30-40 hours)
Contact:	Josephine Firat, CEO	Posting Expires:	Until Filled
Applications Accepted By:			
EMAIL RESUME AND COVER LETTER TO: josephine@firateducation.com			
SUBJECT LINE: CRA Position			
Job Description			
<p>FIRAT EDUCATION IS LOOKING FOR A CLIENT RELATIONS ASSOCIATE TO CREATE AND CULTIVATE NURTURING, LONG-TERM RELATIONSHIPS WITH NEW CLIENTS AND CONTINUE THE RELATIONSHIPS WITH CURRENT CLIENTS. THE CRA WILL RESOLVE ANY ISSUES THAT ARISE TO ENSURE CUSTOMERS ARE SATISFIED WITH OUR SERVICES AND STUDENTS ARE SUCCESSFUL IN THEIR GROWTH.</p> <p>THE CRA WILL BE AN EXCELLENT COMMUNICATOR WHO IS ABLE TO GRASP CUSTOMER NEEDS AND BE INNOVATIVE IN WAYS TO FULFILL THEM.</p> <p>ROLE AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Build long-term relationships with clients • Address customer concerns and complaints • Create sales plans to generate revenue • Build relationships with tutors and consultants at Firat Education • Create plans to address business needs • Advise clients, as directed • Schedule tutoring and consulting sessions • Implement Academic and College Success plans • Schedule practice testing • Assist with standardized test registration • Act as point of contact for complaints and escalate issues as appropriate • Assist Student Success Director as needed • Ensure that employees and clients adhere to policies and procedures • Study competition, and be prepared to speak on Firat Education’s unique selling proposition and value • Cooperate with all Firat Education employees and contractors. 			

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Experience working with and building relationships with clients
- Proven track record of meeting and exceeding goals
- Background in customer service
- Industry knowledge is a plus
- Proficient in MS Office, MS Excel, Google Drive, Gmail
- Customer-Oriented
- Excellent Communication skills (Verbal and Writing)
- Problem-solving
- Team player
- Entrepreneurial and Innovative Thinking
- Bachelor's Degree in a related field (Business, Marketing, Communications)

ADDITIONAL NOTES

Position requires punctuality, availability to improvise and be flexible with worktimes (coming in early, staying later than planned) with minimal notice. Front desk/office responsibilities as scheduled.