

Job Spec – Customer success intern

Schoonect presentation

Schoonect is an ed-tech Startup with the sole mission of turning students from passive to continuous active learners.

We use psychology and science of learning to deliver the best learning experience in school

The role

We are looking today for interns in the customer success department to join Schoonect team with great creativity, ambition and leadership to manage and sustain relationships with students, teachers and administrators

What you will do

List of what the day-to-day work will look like for this role.

1. Maintain ongoing customer relationships (in a class level & school level)
2. Implement success programs
3. Onboard new schools and improve onboarding process
4. Organize events for students to improve their soft skills
5. Improve school experience through support
6. Create and participate in design thinking sessions

Ideal candidate

- Be at least in a master years
- Being engaged in change making organization is a plus
- Passionate learner
- Highly organized and able to multi-task
- Knowledge of customer success processes
- Excellent communication and interpersonal skills

- Patient and active listener
- Self-driven and proactive nature
- Can challenge ideas and ask good questions
- Already worked on a high pressure startup environment
- Strict, punctual and organized
- Objectif oriented not task oriented

Benefits of the job

- 🌴 **Work from home:** We are very flexible in working from home or from the office
- 🏖️ **Unlimited time off:** Giving yourself a break is a must for us.
- 📺 **Perks:** We make sure that you have the best working environment

Other

- Ideal start date: ASAP
- Time allocation: Full time
- Internship timeline: 6 months

Contact

If you think that you are the best person for this position, please shoot us an email to ghita@schoonect.com. We will be very happy to discuss !