

A black and white photograph of a modern office interior. In the foreground, four people are walking across a glass-enclosed walkway or mezzanine level. They are blurred, suggesting motion. The background shows a bright, open-plan office space with large windows and structural columns.

Customer Service Learning Coordinator Tampa, FL

This role will be responsible for all logistical aspects of a client engagement including: scheduling AchieveGlobal trainer resources, coordinating shipment/delivery of materials, revenue booking and billing of expenses for all aspects of Private Seminars. They will serve as the focal point of contact for clients, the sales force, seminar faculty and others to effectively deliver world class customer service. They should be able to develop strong client and internal customer relationships and apply broad knowledge of Customer Service and Project Coordination techniques. This position requires independent decision making and the willingness to take ownership of all daily tasks and responsibilities. The overall objective is to provide service to the internal and external customers that meets or exceeds their expectations coupled with a high level of accuracy.

This role will be expected to effectively receive and accurately input orders, schedule and coordinate resources and materials for all Delivery modes, including private seminars, vILT sessions, Supplemental Delivery components and other related transactions. Required are 1-3 years of related customer service experience (preferably in a proactive service environment) and a track record of successfully working with large, complex implementations.

For a complete job description and to apply online, visit our website at www.achieveglobal.com/careers and follow application instructions.

No phone calls please.

AchieveGlobal is an Equal Opportunity Employer striving for strength through diversity.