



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 Management 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.

RESPONSIBILITIES: 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 selling transactions, Communicate with external and internal customers.

QUALIFICATIONS: High school diploma or GED required, 2-4 years related customer service experience, preferably in a proactive service environment, Demonstrated Project Coordination Skills.

For consideration, visit our website at www.achieveglobal.com/careers and click on "Customer Service" to read a complete job description, apply online for this position, and attach your resume as an MS Word or PDF document. You may also fax the HR Generalist at (813) 975-9720. No phone calls please.

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