Position

Title: Client Care Specialist
Reports to: Chief Operating Officer (COO)

Position Summary

Our Client Care Specialist position is a full-time/salaried work-from-home/remote position. The main functions of this position are to 1) provide thoughtful support to our base of approximately 150 (and growing) clients by making specific recommendations to our families for continued academic support, 2) strategize/execute on initiatives meant to further overall company growth--particularly in our Client Services realm--in collaboration with our COO and Client Services Director, and 3) maintain relationships with our broad network of referral sources, including educational consultants/therapists, schools, parents, etc. Please note that this is a full-time position requiring approximately 8 hours per day (Monday-Friday) in front of a computer and considerable time on the phone/in Zoom meetings.

General Responsibilities (Summary):

- Support with client intake in a strategic manner in order to determine best practices for shepherding clients through our processes as well as getting new leads to convert to client status
- Lead efforts in client relationship building (communicate via phone/email/Zoom with our clients, get to know them and their children outside of simple logistics, send birthday cards/holiday cards/gifts to our families and students, find ways to encourage current clients to refer their friends to us, build partnerships with our
clients' schools, support clients to add tutoring/instructional hours based on teacher/tutor feedback, utilize our tutoring wing of the company, Tutor Corps, as a “feeder” to enroll students in our one-on-one school, Pacific Preparatory, etc.

- Lead in further developing our Client Services realm: strengthening our offerings, providing support around marketing, making recommendations and leading projects/campaigns, etc.
- Maintain our roster of our “Top 50” referrers (school counselors, educational consultants, educational therapists, etc.) by communicating with them by phone, keeping them updated on news from our company, sending cards and gifts, referring families to their practices as appropriate, etc.
- Generally maintain our social media--keep us active and engaged on Instagram, Facebook, etc.
- Get to know and build relationships with our tutors/teachers via virtual coffee meetings, translate their academic recommendations for their respective students into clear recommendations for our parents
- Utilize data to make decisions and implement campaigns to support overall company growth

General Breakdown:

- Client care/Client Services development - 75%
- General company development - 20%
- Tutor Corps Foundation development - 5%

Salary & Benefits

- $40-55K/year, DOE
- Quarterly performance bonuses
- Health insurance, 401K matching, FSA & HSA
- Generous vacation package (starting at 15 PTO days per year) + 9 paid holidays
- Flexibility and time savings with telecommuting
**Requirements**

- Bachelor’s degree from an accredited college or university
- Degree in education or business field a plus
- Experience in Client Care and/or sales
- Teaching/education experience a plus
- Ability to travel up to 4x per year to California for team events (post-Covid)

**Skills**

- Ability to maintain 8 hours of daily focus on computer/phone
- Ability to effortlessly pick up the phone and call parents and community members—If the thought of calling new people makes you nervous, this position is not for you
- Ability to perform at a high level while working autonomously in a remote environment
- Ability to create and project manage relevant initiatives, follow through on all deadlines, and demonstrate clear and consistent results
- Ability to adapt and go with the flow—we are a smaller company with big vision and during this growth period, our protocols are changing rapidly
- Experience with software and programs including Google Docs/Apps, spreadsheets, Customer Relationship Management (CRM) software, Zoom, social media

**To apply:** please send a cover letter and resume to specialistposition@tutorcorps.com

**Company History**

Originally founded in 2002 in San Francisco, [Tutor Corps](https://www.tutorcorps.com) has grown to become a premier tutoring company serving families nationally and around the world. In 2019, Tutor Corps rebranded its homeschool division into a separate one-on-one school called [Pacific Preparatory](https://www.pacificpreparatory.com). In addition, our staff runs the [Tutor Corps Foundation](https://www.tutorcorpsfoundation.org), a 501(c)3 non-profit that provides tutoring scholarships to students in Title I Schools, Teacher of the Year Awards, and Community Services Grants to K-12 students. As an organization, we are committed to
providing the highest level of educational services, working with students of all backgrounds, and making a positive impact in the lives of our families.

**Company Culture**

Our leadership team currently consists of five full-time employees (including our CEO/Founder) and 150+ tutors/teachers--and we've collectively served thousands of families since we began operation in 2002. While our leadership team works remotely and across state lines from each other, we are a tight-knit team. We meet via Zoom every morning to review our daily priorities and engage in plenty of virtual collaboration throughout the week. We value effective and efficient work, and coming up with new ideas to execute on to quality completion. Additionally, we place high emphasis on the cultivation of thoughtful relationships--in everything we do, our relationships come first, and we always treat our team members, tutors/teachers, families, and community members with utmost care. We meet up in person in California 3-4x per year (barring any global pandemics!) for team planning time, our beloved “Sonoma Wine Day”, and overnight team retreats. We are a small but growing company and we’re pleased to be able to bring on an additional team member who will be vital to our continued success.

For more information, check out our websites ([Tutor Corps](#), [Pacific Preparatory](#), [Tutor Corps Foundation](#)), YouTube channels ([Tutor Corps](#), [Pacific Preparatory](#)), as well as [Yelp](#) and [Glassdoor](#).