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**JOB DESCRIPTION: CLIENT SUPPORT REPRESENTATIVE, GLOBAL SCHOOL**

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<b>DEPARTMENT:</b>	FLVS Global	<b>REPORTS TO:</b>	Manager, Client Operations
<b>JOB CLASS:</b>	Support Representative	<b>PAY GRADE:</b>	14
<b>EXEMPT STATUS:</b>	Non-Exempt	<b>DATE:</b>	05/30/2012

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***Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.***

**POSITION GENERAL SUMMARY:**

This Client Support Representative performs duties associated with the Global School. This position provides sales support via telephone to prospects, clients and the channel partners. This position handles the contracts, spreadsheets, teacher invoices and payment, teacher travel, and financials relating to the tuition program in conjunction with other FLVS departments. The Client Support Representative handles the Virtual School Administrator (VSA) enrollment operations for the Global School. This position provides daily task management and enrollment scheduling for all teachers and clients. This position provides guidance and assistance regarding the resolution of enrollment-related problems and is the point of contact for day-to-day operations with channel partners and clients regarding student enrollment status. This position responds to general inquiries, information requests, Parature tickets specific to Global School non-technical needs, and other issues forwarded by clients, and escalates issues as needed.

**ESSENTIAL POSITION FUNCTIONS:**

- Provide sales support via telephone for tuition prospects
- Complete and track tuition contracts for Global School clients
- Provide registration assistance via telephone for clients
- Activate and withdraw students as directed
- Create accounts for authorized users
- Enter tuition financials and track payments in coordination with Financial Services
- Review account balances of students and manually enter international fee per enrollment
- Respond to transcript requests
- Develop summary client reports in coordination with Principal
- Handle day-to-day operations with Channel Partners regarding student enrollment status
- Review collateral and web page for current tuition information and escalate corrections as needed
- Assist teachers and coordinate items relating to --paperwork, travel, professional development, etc.
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

*(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)*

**MINIMUM REQUIREMENTS:**

**Education/Licensure/Certification:**

- Associate’s degree; or equivalent combination of education and relevant experience

**Experience:**

- One year school operations experience, preferred

**Knowledge, abilities and skills:**

- Strong interpersonal skills
- Ability to follow through with customer requests for assistance
- Strong, documented attention to details and customer satisfaction
- Ability to organize, prioritize, and schedule work assignments
- Strong communication and teaming skills
- Ability to exercise independent judgment to adopt or modify methods and standards to meet assigned duties

**CORE COMPETENCIES FOR SUCCESS:**

<p><b>COMMUNICATION SKILLS</b> <i>Clearly and effectively conveys and/or presents information verbally; Shares ideas and perspectives and encourages others to do the same; Writes in a clear, concise, organized and convincing way for the target audience; the message has a distinct beginning, middle and end and is error-free; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems</i></p>	<p><b>INTERPERSONAL SKILLS</b> <i>Relates well with others; treats others with respect; Shares views in a tactful, considerate way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others in various situations or settings; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers; Effectively handles challenging or tension-filled situations</i></p>
<p><b>CUSTOMER FOCUS</b> <i>Prioritizes customers (internal and external) and their needs as primary; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>	<p><b>FUNCTIONAL EXPERTISE</b> <i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise; Approaches problems resourcefully and creatively; actively pursues information related to problems; effectively generates solutions in a timely manner; Embraces and utilizes new technologies; Produces high quality work in organized and timely fashion; Manages time and priorities effectively</i></p>

**INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:**

<p><b>PEER RELATIONSHIPS</b> <i>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal “noise”; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</i></p>	<p><b>CREATIVITY</b> <i>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially “fail fast”</i></p>
<p><b>SELF KNOWLEDGE</b> <i>Seeks feedback; Gains insight from mistakes; Is open to</i></p>	<p><b>PLANNING</b> <i>Accurately scopes out length and difficulty of tasks and</i></p>

<i>constructive criticism; isn't defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions</i>	<i>projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results</i>
<b>ORGANIZING</b> <i>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</i>	<b>PROBLEM SOLVING</b> <i>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn't stop at the first answers</i>
<b>DRIVE FOR RESULTS</b> <i>Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals</i>	

**PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:**

- Location: Orlando VLC
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

*(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)*