

Seeking Client Experience Manager

Business for Unicorns

www.businessforunicorns.com



Business for Unicorns is seeking a new Client Experience Manager...

We're looking for a part-time independent contractor to manage the client experience of a growing coaching and consulting business. The role has the potential to become full-time within the next year for the right candidate.

About Us

A great world needs great businesses. At Business for Unicorns we deliver courses and coaching services that help exceptional humans become successful business leaders.

We think every entrepreneur and business leader should be able to afford quality support and personal development opportunities. All of our courses and services are designed to be hands-on, interactive experiences that place more value on action than ideas.

We are committed every day to help create more businesses that make a positive impact on their employees, their clients and their communities.

Our values drive our pursuit of excellence:

- Growth Mindset - Humans are not toasters. We are not fixed. We are endless possibility.
- Radical Responsibility - We take 100% responsibility for our thoughts, feelings and actions.
- Imperfect Action - It's never going to be perfect. F*cking do it.

About You

Experience + Skills Required:

- At least 2 years of experience in a support role
- Highly reliable and self-motivated
- Warm and professional communication skills
- Excellent written English skills
- Experience managing multiple calendars
- Software proficiency in Gmail, G Suite, Wordpress
- Some experience in social media marketing (preferred)

Client Experience Manager

About The Role

Part-Time Hours: 20-30 hours per week (on-going work)

Competitive Hourly Rate: \$18-25 per hour (based on experience)

Flexible Work Schedule: Work from anywhere, with some face-to-face meetings in NYC required.

Preferred Start Date: May 2019

Daily Tasks:

- Reply to all client emails
- Fulfill schedule requests from BFU Owners
- Confirm meeting details for next 24 hours
- Post content on social media based on approved calendar
- Assist with travel plans and personal tasks
- Assist with logistics for speaking events and workshops

Weekly Tasks:

- Manage communication to clients including sales emails and blog content
- Run failed payment report and resolve client balances due

Ongoing Tasks:

- Monthly reporting on the business key metrics
- Manage Business for Unicorns course sales and registration
- Manage promo codes and payment plans for each course
- Manage logistics for the Business for Unicorns Podcast: confirming guests, booking space, processing and posting the interview content.
- Source and manage virtual support for other tasks: proofreading, video editing, etc.

Future Potential:

- Our goal is to make this a full-time role in the next 6-12 months for the right candidate.

Ready to join our team? Here are your next steps...

- [CLICK HERE TO APPLY >>>](#)
- Applications will be accepted until 12 noon on April 15, 2019.
- We will contact you within 3 business days of receiving your application to let your know if we are interested in moving you forward in the interview process.