

Student Success Specialist

Do you love to make people feel special?

Are you a natural cheerleader and love to support others?

Are you looking for a role where you get to have fun, connect with others, and build a community of people just like you?

If so, please keep reading!

At the Institute of Transformational Nutrition (ITN), we want every student to have the most compelling and rewarding experience throughout their time with us.

Our mission is to redefine nutrition by educating and certifying the next generation of modern-day successful coaches.

And we need YOUR help!

We're looking for a true leader for our **Student Success Specialist** role. You're a great communicator, a skilled people-reader, a creative problem solver, and an intriguing innovator. Your leadership will instill the confidence and accountability for every student to move from their studies to being a successful coach!

As our Student Success Specialist, you will have the pleasure of continually improving the student experience through white-glove level support – from start to finish.

You'll enjoy this position working 100% remote with part-time hours and a flexible schedule.

If you love supporting others and going above and beyond to help people feel like they're the most important person in the room, this role could be for you!

Responsibilities (What You Get to Do)

- Provide an amazing, personalized experience for each student you meet including support, encouragement, and engagement
- Monitor and engage with the private student group on Facebook (will be in the student portal soon) – get creative to keep our community engaged
- Have regular accountability check-ins with students to ensure they're supported and set up for success
- Use your analytical skills to solve day-to-day customer concerns through our help desk (Zendesk), phone, chat, and email
- Escalate retention tickets to manager
- Provide basic technical support as needed to students
- Create and implement systems and processes – document your role
- Consistently meet and exceed both role specific and departmental KPIs
- Attend weekly team meetings

Your Skills & Experience

- High level of empathy – you can put yourself in someone else's position
- High level of positivity – it's tough to bring you down!
- High level of organization
- High level of resourcefulness – a solid self-starter who can generally figure things out on your own
- You're an extrovert who love to engage with people

- Amazing written and verbal communication is a must for this role – warm, friendly, and clear in all correspondence while maintaining a professional attitude and choosing words that connect with others on a human level
- Detail oriented and thorough – nothing falls through the cracks
- Self-managed with excellent time management skills
- Technically inclined – proficient using a Mac, various email platforms, and comfortable learning new systems
- Must have at least 2+ years in a support or customer service role with direct client contact and a track record of success, preferably with an online program or course
- At least 2+ years of coaching experience in an online program is highly preferred
- Must have at least 2-3 years working remotely

The Perks

- Competitive pay
- Work from home
- Unlimited time off
- One self-care day required monthly
- Discount pricing for pharmaceutical-grade supplements
- Access to our Learning Library and certification courses for ongoing training and development
- Opportunity to grow within the company

Rate of pay: \$19 per hr.

This is a part-time contract position, working remotely.

Reports to: Student Support Manager

Sound Like A Good Fit?

Wonderful! Let's talk! Please send the following to operations@transformationalnutrition.com.

- Your resume
- Your cover letter that explains:
 1. Why you want to work with us here at the Institute of Transformational Nutrition
 2. A time when you went above and beyond for a client in a support role
 3. Whether or not you drive within the speed limit