



ParentPowered is hiring a Partner Success Intern

About ParentPowered PBC

ParentPowered PBC is the leading digital family engagement provider for schools, districts, and community organizations serving families from birth through high school. We make family engagement easy for all, with evidence-based programs that reach parents and caregivers wherever they are with just-right ways to support their child's learning and development.

The ParentPowered approach focuses on fostering positive relationships between caregivers, children, and schools to improve student outcomes. Founded in 2016, we have partnered with over a thousand educational institutions to serve over one million families across all 50 states, Canada, Mexico, and the U.S. Virgin Islands.

Title

Partner Success Intern

Reports to

Director of Partner Success

Location

Remote

Schedule

April 2024 - September 2024

Position Overview

Reporting to the Director of Partner Success, the Partner Success Intern will be charged with meeting customer needs, increasing customer usage, and ensuring a high renewal rate.

As a Partner Success Intern, you will focus on the customer experience. Your core mission is to serve as a trusted advisor, deliver on customer needs, and focus on mutual growth for our customers and ParentPowered. Taking over the relationship from the Sales team, you'll ensure a quick and smooth onboarding process for each customer, maintain exceptional relationships with customers after onboarding, and work with customers to grow the ways in which they use ParentPowered's products. You'll work to ensure happiness, success, and a strong feedback loop with internal teams to ensure that we continue building and delivering an amazing experience for our customers. You'll be the primary point of contact for the customer throughout their lifecycle.



The Partner Success Intern represents a unique blend of relationship management, customer care, and administration. Success Interns at ParentPowered love tackling difficult problems and are excellent communicators, connecting the dots between external and internal stakeholders to make things happen. Your work will focus on maintaining partner data, analytics, and documentation to ensure our partners thrive.

ParentPowered PBC is an equal-opportunity employer. The majority of families we serve come from economically disadvantaged communities. Women, minorities, individuals with disabilities, veterans, and individuals who share the backgrounds of the families that we serve are strongly encouraged to apply.

You are ...

- Interested in making a difference in education and impacting the lives of families and their learners
- A self-starter who has the desire to work at a fast-growing start-up, and you have the drive to help build out processes from scratch
- Able to work creatively and demonstrate strong written and verbal communication skills
- Technically capable, can problem solve using basic technology, and you have a desire to learn more about technology
- Excited by the idea of speaking with customers each day
- Able to influence and foster collaborative relationships with cross-functional departments
- Able to demonstrate a strong sense of empathy with users of our products
- Excited to begin a career at an education technology company

Key Responsibilities:

- Build customer relationships that promote trust, loyalty, and growth
- Become an expert in our products, services, onboarding, and customer care standard operating procedures (SOPs)
- Guide customers through the onboarding process quickly and smoothly
- Post-onboarding, provide exceptional customer care per the customer success lifecycle and associated playbooks, driving high levels of customer satisfaction
- Lead onboarding meetings to ensure clients are satisfied with our products and services
- Serve as the point person for customer issues and follow problems through to resolution, escalating them within the company as necessary
- Monitor company performance against SOPs and flag potential issues (for customers in your portfolio)
- Collaborate with the Partner Success team to improve the company's success procedures, policies, and standards
- Support the creation, development, and QA of Partner End of Year Impact Reports for all partners

Qualifications:



Note: we view this section as a guide, not a checklist. We encourage you to apply even if you don't satisfy every single bullet on this list.

- BS/BA or currently pursuing a BS/BA degree. Preferred fields of study include: education, child development, literacy, communications, business, marketing, etc.
- Prior internship experience and/or relevant work experience a plus
- Strong attention to detail with excellent record-keeping and organizational skills
- Ability to complete tasks with minimal guidance in a deadline-driven environment
- Technical aptitude and deep curiosity to quickly get up to speed on ParentPowered's product offering
- Exceptional interpersonal skills and communication skills (written and oral)
- Ability to work independently and as part of a team
- Technology literacy: Using computers (either PC or MAC), G Suite for Business (Gmail, Docs, Drive, Calendar), Microsoft Software (Word, Excel, PowerPoint)
- Self-motivated, proactive team player with innovative ideas to inspire internal stakeholders
- Self-motivated, enthusiastic, flexible

To Apply

We offer a dynamic and flexible work environment with highly energetic, friendly, and inquisitive team members, as well as competitive compensation, bonus/commission potential, equity in the company, and full health, dental, and vision benefits. There are also significant professional growth opportunities.

If you're interested in working to make a positive difference in the lives of millions of families, please send your **resume and a cover letter** to jobs@parentpowered.com. In your cover letter please highlight with examples why the Partner Success Intern at ParentPowered is the right job for you.