



Client Experience Specialist

Are you a highly-organized individual and love to be part of a team? Do you make lists and improve your process each time you do something to achieve your goals? Do you love creating memorable experiences? Do you keep your cool when balancing multiple projects? Do your friends ask you to edit their work and you turn it into a beautiful masterpiece? Do you love learning new skills and appreciate learning even the smallest details to make your work more complete? Do you save time by finding the most efficient way to complete tasks and continually find more effective approaches to repetitive tasks?

The highly-skilled and organized Client Experience Specialist establishes and maintains strong relationships with clients, Facilitators, Account Managers, and the Learn2 internal team. The Client Experience Specialist works successfully with limited supervision, independently and within a team to meet program delivery and project deadlines. The ideal candidate will represent Learn2's dedication to offering superior client experiences all while changing the way the world works.

Initiatives include communicating with clients to coordinate pre-program logistics such as venue set up, participant roster collection and preparation, scheduling pre and post program meetings with the Facilitators and/or Designers; preparing packing room set-up for program deliveries; coordinating and preparing the materials required for unforgettable program deliveries based on the design and Facilitator's custom requirements; and overall administration support.

If you are totally this person - then we want to connect. We are an amazing learning and development company located in south Etobicoke and we need an exceptional full-time Client Experience Specialist.

Position Responsibilities

- Proactively communicates with clients, facilitators and the venue to ensure experience requirements are exceeded.
- Quickly responds to inquiries and requests.
- Performs administrative tasks related to client and facilitator support, production support and scheduling.
- Coordinates program delivery and marketing materials and identifies creative ways to reinforce the program experience.
- Applies brand standards to Microsoft Word and PowerPoint documents to create immersive learning experiences.
- Compiles, analyzes and processes participant feedback and coordinates client/participant follow-up/re-engagement campaigns.

- Works with other team members or partners to creatively communicate the value of Learn2 programs.
- Track all interactions with customers in Infusionsoft to enable effective Client Experience.
- Fosters positive communication with clients and partners of Learn2.
- Other duties as assigned

Required Knowledge and Skills

- Able to manage multiple projects and balance deadlines
- High level of individual initiative and creativity
- Ability to resolve practical problems independently
- Excellent writing and editing skills
- Accuracy and attention to detail
- Ability to consistently meet daily, weekly and monthly deadlines
- Mastery of the Microsoft suite of products (Word, PowerPoint, Excel, Outlook)
- Ability to deal effectively and tactfully with a wide variety of individuals in person, on the telephone and in email
- You illustrate superior listening and relationship building skills

Desired Skills & Experiences

- Ideally has experience creating campaigns in Infusionsoft for pre- and post-experience campaigns
- Great to have experience in Adobe Creative Suite
- Ability to rapidly learn and use new software
- Interest in learning and development
- French and Spanish languages an asset

Education

- University Degree/College Diploma is preferred – although proven experience is more important.

Experience

- Experience in client-facing, administration, or similar role is required; One – two years minimum.
- Managerial experience required; 3-5 years minimum

Reporting Structure, Location and Hours

The Client Experience Specialist reports to the Chief Experience Officer, and works closely with other key team members. The ability to work collaboratively and creatively within a distributed organization is vital to this position, since team members and members are in different locations.

This is a full-time position at the Learn2 office, located in south Etobicoke.

Application Instructions

Please submit the following in an email to Amy@Learn2.com

- A cover letter that addresses your WHY – why are you applying? Why are you the right person to add to our team?
- Resume (traditional, video resume, infographic/design resume, etc.)
- Please note, if you are attaching documents in your email to label them with your full name, position you are applying for and the date written as YYYYMMDD

We get many applications, so we encourage you to **stand out** by showing us your creative side. Sending us your LinkedIn profile or a blanket resume is not enough for us to have a great conversation.

Applications will be accepted until the position is filled. Learn2 conducts pre-employment screening of all candidates.

Learn2 provides equal employment opportunity and to achieving an inclusive, diverse workplace that values each individual.

About Learn2

Learn2 changes the way the world works. We support client transformations and help leaders engage their teams to achieve amazing business results. We support leaders + teams and learning and development professionals around the world to deliver a transformation through learning. Our primary approach is through our award-winning learning experiences where leaders and teams generate ideas, those ideas get implemented and the impact is measured.