



Job Title: Customer Service Associate (FT)

Location: Remote (in-person for required company events)

Reports To: Customer Experience Manager

Responsibilities

- Act as the first point of contact for customers seeking help with products or technical issues.
- Assess the customer's needs and translate into solutions.
- Provide troubleshooting and technical assistance to customers via live chat, phones, and email correspondence.
- Coordinate with customers to resolve any billing, policy, or registration inquiries.
- Respond to and manage customer service tickets in Hubspot CRM in a timely manner.
- Provide direct tester support on exam days via online chat and phones.
- Complete tasks as assigned to assist with test delivery, customer communication, and record keeping.
- Other duties as required.

Requirements

- Ability to provide direct customer service via phone, live chat, and email.
- Excellent communication skills, both written and oral.
- Courteous, personable, level-headed, patient, and detail-oriented.
- Aptitude for technology, including spreadsheets and customer service management systems.
- At least 1 or 2 years of experience in a customer facing role is preferred.
- Experience with or affinity for classical education, great books, or assessments is a plus.
- Demonstrates CLT's Core Values: Anchored, Humane, and Passionate
- B.A. or equivalent.