Program Advisor, part-time

Campus Bound is seeking an organized, reliable, and relationship-driven professional to join our team as a Program Advisor. This is a part-time position with flexible scheduling, however the position will require evening and weekend availability in addition to traditional business hours in order to meet with families around school and work schedules. This position is based out of Eastern Massachusetts -- much of the work will be remote, but some in-person meetings will be required in the suburban Boston area.

The Program Advisor will oversee the Campus Bound client experience and relationship from the point of initial inquiry, sales and enrollment process, through the college counseling service delivery period and the years that follow. We seek to exceed client expectations through timely follow-up, a friendly and professional demeanor, and expert knowledge of Campus Bound and the college admissions industry as a whole.

Core Responsibilities:
- Engage in consultative sales, discerning the needs of each family and recommending appropriate Campus Bound services.
- Engender trust and build rapport, working alongside families and CB staff through regular phone and email check-ins, and occasional in-person meet ups, to ensure student progress and client satisfaction.
- Serve as case manager for each family that commits to working with Campus Bound, communicating with the family and their Campus Bound counselor, providing thoughtful and proactive pre- through post-program service.
- Maintain accurate records of client interactions and counselor-client engagement in support of establishing and maintaining an awareness of the status of counseling relationships.
- Develop/Maintain a strong knowledge of the college admissions industry and Campus Bound’s services.

Your Skill Set:
Important characteristics and skills of the Program Advisor will include:
- Familiarity with the college admissions landscape is essential. Therefore, experience in college admissions (or related higher education department), high school college counseling, or as the parent of a college applicant is required.
- Previous experience in sales, account management, or client relationship development preferred, but not required.
- Nuanced oral and written communication skills with an ability to clearly and concisely convey information.
- Skill with developing long-term client relationships, including mediating client concerns, leading to stronger client-company connection.
- Comfort marketing services to families, requesting referrals or reviews, and encouraging service upgrades, when appropriate.
• Interest in working as part of a team that supports each other in the goal of helping students find their best fit colleges while minimizing stress.
• Strength in prioritizing multiple streams of work with a strong attention to detail.
• Ability to adeptly use video-conferencing software, Google suite products, and other technologies.
• Bachelor’s degree required.

Salary and Location:
This is a part-time position in a cyclical profession assuming an average of approximately 20 hours per week. The Program Advisor will report to the VP of Operations and College Counseling. Compensation is commensurate with experience and is hourly with incentives providing opportunity to increase compensation through increased sales and company development.

To Apply:
Email a thoughtful cover letter and resume that conveys your interest in the Program Advisor role and how your skill set is a fit for this opportunity to employment@campusbound.com.