

Internship Opportunity

Client Services & Sales Assistant



Internship Opportunity

- ❖ Purpose of Intern roles
 - To gain work experience in a British working environment (London W1)
 - To learn new skills linked to career, coursework or other educational activities.
 - To improve Business English skills (spoken and written)
- ❖ Answer English commitment
 - To seek to structure work to achieve the specific objectives of the intern and provide feedback on performance
 - To identify projects that will complement other educational or career activities (requires detailed input from Intern)
 - To provide personal Coaching to the Intern (half day per month) to enhance projects, coursework, work experience and future career (requires detailed input from Intern)

Responsibilities

- ❖ Client Services
 - Because Students come from abroad, they must complete all legal (eg visa, where necessary) and financial matters (eg payment for their course and accommodation) prior to their arrival in the UK, so there is a need for Financial Administration to be accurate and timely.
 - Order Processing and Invoicing
 - Attending to clients needs (eg responding to enquiries)
 - Communication (eg to confirm Student payments have reached the Bank)
 - Liaison with schools (eg booking courses)
 - Reservation of accommodation (eg booking accommodation)
 - Management of Incoming and Outgoing payments (eg Cash to bank)
 - Financial Accounts (working alongside Company Secretary)
 - Cash Management (eg Bank reconciliation)
 - Outputs:
 - Timely and accurate Client and Internal information.
- ❖ Internet Sales (& Marketing)
 - The Internet is the primary source for Answer English to access potential Students. Our objective is to become the Number One Internet site of choice globally for students who wish to learn English in the UK. There is a constant need to develop Marketing programs that attract quality enquiries. These must then be contacted and converted into Clients.
 - Answering enquiries from potential Students by e-mail and telephone (eg to advise on specific courses)
 - Sales follow-up to enquiries (eg to book courses)
 - Translating Answer English Website from English to Mother Tongue

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- Writing Posts for Blog (to practise written English skills)
- Outputs:
 - Internet leads generated; Conversion of leads to Clients; Projects delivered to specification, budget and time.

Skill & Experience Requirements for successful Candidates

- ❖ Skills
 - Client Services – relevant Administration education
 - Technology – Keyboard skills; MS Windows, Explorer and Office 2003
 - Languages - Upper-Intermediate/Advanced English and mother tongue fluency in one of French, Italian, German, or Spanish
- ❖ Activity
 - Achieve deadlines, delivering quality work
 - Prioritise work being responsive to changing requirements
 - Communication - Service oriented, with good telephone manner
- ❖ Attitude
 - Attention to detail; can work on own initiative within agreed boundaries; ability to follow instructions; Team player
- ❖ Previous experience
 - University Educated with work experience in service company.

Answer English Terms

You are expected to work 40 hours per week. The Office Hours are 09:00 – 17:30 (Monday – Friday), with half an hour taken for lunch. This is an unpaid role.

We will pay for your Monthly Travelcard for Zone 1 and 2. (Please bring a receipt and we will reimburse you accordingly).

On Fridays Answer English pays for lunch for the whole team and we eat together.