GPS Education Partners (GPSEd) is a non-profit organization that utilizes an innovative education model to build strategic partnerships with education, business, and the community. These partnerships enable us to accelerate students interested in technical careers, by preparing them through a credentialed work-based learning solution.

GPS is seeking a candidate with proven success building strong relationships and leveraging teams to drive results to join our organization. If you enjoy engaging with a variety of audiences to achieve goals, this might be a fit for you.

In this external-facing role, the Client Services Representative acts as an intermediary between GPSEd and the client. The Client Services Representative is a type of project manager that applies strategies and processes in a client environment which lead to client adoption and execution to realize impact. He/she will prepare staff and oversee the process to ensure a smooth transition.

Expectations:

- Carry out all activities described in the project plan and manage project administration, remaining in contact with the project manager overseeing the creation of the project, and preparing project documentation.
- Clarify the company goals, and develop an implementation strategy, which involves identifying the tasks that need to be completed to prepare staff for the “new.” Develop all processes and tools for the customer implementation lifecycle. Collaborate with all stakeholders for all implementation processes.
- Ensure that the staff is informed about the changes in advance and receive appropriate training to prepare for implementation. Administer everyday workflow of all implementation processes and provide technical support.
- Assign and oversee tasks to staff to ensure that deadlines are met with compliance to the project plan time frame. Ensure the achievement of all team objectives.
- Support other teams in identifying and troubleshooting problems that may affect the project timeline or budget. When issues are identified, relay them and seek answers to relevant questions that staff have.
- Participate in contract negotiation.
- Act as an interface with Marketing and other departments.

Skills, Knowledge, and Experience:

- Prior experience in business to business services, professional services, or consulting.
- Proven success engaging a team to drive results, short-term and long-term.
- Excellent communication skills and ability to relate to and engage a variety of audiences, situational fluency.
- Ability to create and analyze reports.
- Ability to travel 75+%