

## Job Description:

**Designation:** Customer Success Associate

### General Summary:

The Customer Success Associate will have a positive attitude, outgoing personality, and infectious enthusiasm. This person will have passion and confidence in our product, as they will be working on a team dedicated to the success of our learners. He / She will proactively communicate with our customers through phone, chat, web, and social media channels, and address inbound requests to ensure our learners stay motivated and successful throughout their language learning journey. His / her superior service will create life-long evangelists of Rosetta Stone by going above and beyond learners' expectations.

### Essential Job Functions:

- First and foremost: maintain an upbeat and enthusiastic attitude and outgoing personality that inspires our learners and fellow team members.
- Prioritize communication with learners based on effectiveness and efficiency (inbound v. outbound, email v. phone v. chat, individual v. group, etc...)
- Measure the success of your efforts through monitoring learner metrics, usage milestones, and customer satisfaction ratings.
- Refine processes and procedures based on testing and learning from new ideas.
- Communicate within the team to understand the holistic view of the Rosetta Stone solution a learner is using and how each individual can best be served.
- Proactively contact learners through multiple mediums to encourage their continual progress in course, participation in studio sessions and other components of TOTALe.
- Collaborate on initiatives taken within the department and throughout the organization
- All other duties as assigned

### Qualification and Experience:

- Any Bachelor's / Masters degree preferred (MBA)
- 2-4 years of experience

### Skills/Abilities:

- Excellent written and spoken English communication skills and experience communicating with the "General Public"
- Experience inspiring others to action (sales, leadership, fundraising, public service, charities, etc...)
- Comfortable with technology, and quick to learn new technologies/solutions or potential ways to communicate with and contribute to our learners' success.
- Firsthand knowledge of what it takes to learn other languages.
- Ability to treat every learner and team member with a positive, respectful attitude in every situation.
- Experience in a world class service organization
- Bachelor's degree or equivalent
- Ability to multi-task in fast paced environment
- Advanced knowledge of all Rosetta Stone products

**Email CVs to [hr@goldstonetech.com](mailto:hr@goldstonetech.com)**