

About Peregrine

Welcome to Peregrine Global Services, where we envision a world where quality education is accessible to all. As a leader in education technology and services, Peregrine is dedicated to reshaping academic support services and corporate training, empowering a more knowledgeable, skilled, and emboldened global community. Our mission is clear: to foster academic excellence and professional growth through innovative, data-driven solutions that transform education worldwide.

At Peregrine, our core values of integrity, trust, accountability, innovation, collaboration, sustainability, reliability, relevance, and lifelong learning drive us forward. We believe in the power of diverse ideas, creativity, and transformative thinking to drive organizational change and empower learners to achieve their fullest potential. Join us in making a difference through education, one individual, one academic program, and one organization at a time.

Description

We are seeking a Client Engagement Specialist who will excel in meeting the daily needs of our higher education partners and thrive in fostering strong internal team relationships. Collaborating closely with school administrators, faculty, and students, you will build relationships and help them understand and fully utilize their Peregrine services. The role extends beyond providing awareness of Peregrine's educational services; it includes delivering exceptional service, uncovering growth opportunities, and ensuring our partners fully utilize our solutions.

We are looking for someone deeply passionate about making a positive impact and derives satisfaction from helping others. Your outstanding communication and relationship-building skills will be crucial for engaging external partners and strengthening internal teamwork. The selected individual will cultivate deep client relationships, positioning themselves as a trusted advisor who guides partners toward their educational goals and desired outcomes.

Job Responsibilities

- Follow established processes to support all client schools *proactively*, onboard new clients, and set up new client services;
- Participate in client engagement activities that include: 1) communicating with clients via email, telephone, and virtual meetings; 2) meeting with clients to conduct client portal and report training, provide consultative services, and review their data with them; 3) meeting with clients to review current and past services, and to promote new or expanded services; and 4) participating in targeted campaigns to promote existing or new Peregrine solutions.
- Provide *reactive* support to all clients in coordination with other members of the Client Engagement Team and independently for routine client issues;
- Travel to visit client campuses and attend conferences and events nationwide (routine, multi-day travel is expected and will occur approximately 3-4 times yearly);
- Although unlikely, all Client Engagement Team members must have a valid passport and be prepared to travel outside the U.S. if necessary;
- Deliver in-person and virtual marketing/sales presentations at conferences and events;
- Develop and present webinars in collaboration with other members of the Peregrine team;

- Answer phone calls and emails with questions and technical issues, troubleshooting for clients, including school administrators, professors, and students;
- Provide exceptional customer service as required by the Client Engagement Team's standards of conduct and using Client Engagement's Standard Operating Procedures;
- Follow established protocols when addressing service issues and new service development requests;
- Contribute to the development and execution of Client Engagement initiatives, projects, and strategic plans; and
- Communicate, collaborate, and coordinate with all Peregrine team members to achieve the company's objectives.

Minimum Requirements

- High school diploma
- 1-2 years of relevant experience working with customers in a professional environment requiring self-assurance, professionalism, strong communication and presentation skills, and the ability to work comfortably with individuals at all levels of an organization, from student or support staff to the executive level.
- An extraordinary understanding of customer service at the highest level.
- Demonstrate integrity and confidentiality.
- Demonstrate initiative with minimal guidance.
- Demonstrate the ability to learn and use Peregrine-developed technology, systems, admin sites, and databases.
- Demonstrate competency with Microsoft Office software (Word, Excel, PowerPoint, Teams, Outlook) and other commercial applications used by Peregrine.
- Demonstrate the ability to work cooperatively and collaboratively with other team members.
- Demonstrate the highest quality internal and external customer support.
- Demonstrate the ability to work in a fast-paced and quickly changing environment.
- Willing and able to learn new approaches to work processes, new markets, and terminologies.
- Willing and able to help continue to grow the company's revenue and set and achieve soft sales goals.
- Strong oral and written communication skills.

Preferred Requirements

- Bachelor's degree or higher
- Previous experience working with higher education institutions
- Multi-lingual