



Internship Role Description for Upward Mobility Scholar Applicants

Hosting Organization:	Global LT		
Role Title:	Customer and Talent Success Intern	Number of roles available:	2
Available to (select any that may apply):	College students (2022/23 school year): Freshman <input type="checkbox"/> Sophomore <input type="checkbox"/> Junior <input checked="" type="checkbox"/> Senior <input checked="" type="checkbox"/>		
Internship Work Address:	Detroit Remote		
Work location & office COVID protocols	All in person <input type="checkbox"/> All virtual <input checked="" type="checkbox"/> Flexible/hybrid <input type="checkbox"/> If not virtual, COVID vaccines required? <input type="checkbox"/> Masks required in the office? <input type="checkbox"/>		
If COVID distance restrictions persist, will internship proceed this summer?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Mission of Program:	Upward Mobility provides meaningful opportunities for students in the field of employee mobility while providing a rich pipeline of diverse talent for industry employers.		
Anticipated Start Date:	Date 4/25/22	Anticipated End:	7/4/22
Number of weeks:	10	Hours per day:	8
Workday starts at:	9am EST (flexible)	Workday ends at:	5pm EST (flexible)
Hiring Manager's Name/Title:	Jessie Miller / VP Talent Success and Acquisition Alexander Paja / VP of Customer Success		
Hiring Manager's Email:	Email address jmiller@global-lt.com		
Host Org's website:	http://www.global-lt.com		

Internship Summary:

This is an opportunity for an intern to gain an understanding of the language training side of the Mobility industry and learn what goes into making this critical piece of an assignment happen, with a focus on our customer success and talent networks. The intern(s) will work with our Customer Success Team to assist the team with reaching out across our network to continue learner engagement. The intern(s) will work with and gain an understanding of real-world operational processes between teams. The intern(s) will interact with internal-company contacts within defined processes for the purposes of assessing, managing and confirming learners wishing to learn more about experiences and other ecosystem based services/products. The intern(s) will work with our Talent Success team to assist the team with reaching out to more of the network to gain their feedback on keeping language learners engaged in learning. The intern(s) will interact with our Customer Success Team to speak with students for this purpose as well. The intern(s) will be responsible for tracking their progress and collaborating with team members.

Additionally, you may be required to participate in group project activities with other interns during work hours.

Essential Responsibilities of the Role:

The responsibilities below are an example of the various tasks which could form the role, though some may be emphasized over others given the strengths of the intern(s) selected. If there are multiple qualified applicants, the roles may be split in two.

- Collaborate with the Talent Success Team to develop friendly and respectful language to ask teachers about their current inactive students and how we can help them
- Reach out to language teachers in our network to determine why one or more of their students may have paused their lessons
- Collaborate with the Customer Success team to identify and engage with un-engaged learners.
- Work with the Customer Success team lead/manager to build a process to find, review and document all Customer Success facing communications within the CRM system.
- Deliver the messaging the intern and Talent Success team collaboratively create to give teachers ideas to try to reengage their language learners.
- Track teacher responses and work with the team to create a plan of action to assist these teachers based on their feedback
- Explore ways to interact with learners and mobility account contacts at a professional level to gather, confirm and update information on learners.
- Develop graphics and messaging content for our recruiting team's LinkedIn posts, talent e-newsletter and onboarding documentation which will help teachers feel more at home working for Global LT
- Work with the recruiting team to create attention-grabbing messaging to potential candidates and job posting language which highlights the benefits of working with Global LT
- Explore creative and non-traditional recruiting avenues to find qualified, passionate teachers who want to enter our talent network
- Work with the sourcing specialists to identify potential candidates to import into our candidate pool
- Help to onboard teachers by demonstrating use of our portal
- Work with the Customer Success team to learn how to professionally engage with the myriad spectrum of learners (transferees, families, etc.), intake, respond and resolve issues in a fully remote environment
- Develop enhanced messaging and workflows for engagement materials, information materials and product/service descriptions used in daily Customer Success Coordinator file management, including writing, video and audible content.
- Coordinate meetings between mentees and mentors entering our Greenhouse Program for candidates who are newer to teaching and need expert teacher support before they can begin with a Global LT student

Knowledge and skills required:

Preferred Skills

- Excellent interpersonal verbal (especially phone calls) and writing skills
- Can empathize with language teachers and translators
- Creative problem-solving
- Basic Excel
- Language learning experience a plus
- Familiarity with speaking to non-native English speakers a plus

What does success look like for the intern at the end of the summer:

The intern(s) should feel as though they understand this piece of the Mobility industry and have improved the communication and professional skills required to work with contractors from all over the globe, especially those who speak English as a second language. Success will also be measured by the strength of the internal collaboration with the team and the number of outreach calls/emails the intern(s) are able to complete. This number is not as important, though, with the general sense of goodwill they will be spreading to teachers they speak with on behalf of Global LT.

Training Program

Please describe any training provided to the intern through the internship period.

The intern(s) will be provided all necessary training to understand both the tasks at hand and the general context each team operates in. To start, interns will be given an overview of our place within the Mobility industry, how we interact with our clients, learners, and talent, as well as how their work with us supports our mission of inspiring highly engaged language learners and well supported teachers. Each task will involve training and contextualization prior to starting so that the intern(s) feel comfortable understanding what is expected and who they will be working with.

All Upward Mobility Interns will participate in group training for knowledge development in the Global Mobility industry. Training to occur over a series of virtual training sessions across intern program participants.

Prepared By:

Jessie Miller, Alexander Paja

Date:

4/11/22