



## **Position Title:** Client Setup Support Intern

### **Position Type**

Part-Time: 2-3 days a week, approximately 15-25 hours per week

### **Work Authorization**

U.S Citizen or U.S. National, Permanent U.S. Resident

### **Description**

The Client Setup Support Intern will be responsible for assisting the Implementation Team with daily tasks regarding all implementation functions. The implementation team provides support to numerous teams by setting up clients on our company's proprietary software, testing system setups, and creating procedure guides to help train clients on our system. The Client Setup Support Intern would be actively involved in this process; as such, a necessary part of their role will be learning the basic functions of our in-house software. On-the-job training will be provided, which will include general operating procedures as a guideline for their work, and templates of procedure manuals to work from. The Implementation Team works on the back end to support clients and see them through the implementation process. This position is not client-facing, although you can expect daily interactions with your team!



#### **Sales Support**

- Assist in testing new client setups to ensure proper functionality.
- Using existing procedure templates, create custom procedure manuals for new client setups, which includes step-by-step procedures on how to use our proprietary software.
- As necessary, create sample procedures for potential clients, to assist with the sales process.
- Complete procedure manual updates for system updates, design changes, and/or procedural changes.
- Occasionally attend meetings with Sales Managers, as requested.
- Assist in further developing existing onboarding check lists/project management lists for the different customer types and services.

#### **Other Tasks**

- Become familiar with our proprietary software and new features, as released.
- Help coordinate new system functions for existing and new clients.
- Obtain and maintain a basic understanding of our Learning Management System, an online portal where we upload interactive trainings for new clients. This will include basic functions like adding new users to the system.

### **Desired Major(s)**

Pursuing Business-Related degree

### **Salary Level / Compensation Type**

\$13.00 per hour

### **How To Apply**

Please email your resume to: [Recruitment@ceifx.com](mailto:Recruitment@ceifx.com)