GlobalVetLINK
Innovative Digital Solutions for Animal Health

Position Title:	**Customer Success Intern** **Jan 2018 – May 2018 or May 2018 – Dec 2018**
Department:	Customer Success
Reports to:	Customer Success Team Lead
Hours:	15-20 hours per week, flexible around class schedule Must be available for Saturday rotation, 8:00 am – Noon

Job Summary

The Customer Success Intern will ensure customers receive the highest level of customer service while projecting a professional company image through phone and email interaction with veterinarians and their staff, animal owners, feed distributors, laboratory administrators and their staff, and state veterinarians.

Key Responsibilities

- Process incoming customer and technical support inquiries
- Provide support and troubleshooting assistance to customers
- Provide one-on-one training with new feed distributor customers
- Update customer billing and account information while maintaining confidentiality
- Maintain a record of customer support inquiries
- Log bugs and feature requests

Qualifications

- Active pursuit of a BS in Agricultural or Animal Health related field of study
- Must be able to work a minimum of 15 hours per week during the school year
- Positive attitude and passion for resolving customer issues
- Excellent written and verbal communication skills
- Experience with G-mail and G-suite
- Professional attitude and willingness to work as part of a team
- Ability to multi-task and work well under pressure

GlobalVetLINK's vision is to be the world's most trusted, secured, and independent repository of animal health data. GVL believes that all employees contribute to the good of the company. In reflection of this, GVL's company core values encourage each employee to be Accountable, Spirited, Inspired, Dedicated, and Respectful.

To apply send your cover letter and resume to careers@globalvetlink.com.