



## **Position: Client Services Representative**

**Department:** Sales/Client Services Team

**Location:** Beverly, MA

**General Description:** The Client Services Specialist will be responsible for developing and selling adventure and social and emotional learning services to a wide range of existing and potential Project Adventure clients. The individual must have a strong desire to interact with clients in person and on the phone, excellent verbal and written communication skills, a self-directed work ethic, and the ability to work in a collaborative environment.

### **Responsibilities Include:**

- Consult with existing and prospective clients to develop recommendations which meet their organization's needs based on the variety of services Project Adventure offers.
- Create and deliver effective proposal presentations, both in person and electronically.
- Develop and sell intentional and outcomes-based programs utilizing adventure services and managing all necessary confirmation paperwork, product purchases, and delivery of resources for those programs.
- Maintain client relationships with ongoing follow-up.
- Respond to general client inquiries via phone and email, answer questions related to Project Adventure services.
- Work within budgetary guidelines to meet sales goals.
- Work with Project Adventure's Client Relationship Management (CRM) software to maintain accurate records of all sales and prospecting activities including sales calls, proposals sent, closed sales, and follow-up activities with each client.
- Represent Project Adventure at various conferences throughout the year; some travel may be required.
- Learn the Project Adventure brand, demonstrate a commitment to ongoing learning and growth, and attend one Project Adventure workshop per year.
- Engage collaboratively within the Client Services Team and across departments in meetings and various other formats as needed to ensure high-quality customer service and best practices internally.
- Perform other tasks as determined necessary.

### **Qualifications:**

- Bachelor's degree required.
- Experience in adventure education, youth work, and/or teaching preferred.
- Strong organizational skills and ability to manage multiple deadlines and deliverables.
- Ability to work with clients and internal staff to find creative and realistic solutions to meet a wide variety of client programmatic and budgetary needs.
- Excellent verbal and written communication skills both for internal and external relationships.
- Strong computer skills including Microsoft Outlook, Word, Excel, and PowerPoint. Microsoft CRM database experience is helpful.
- Ability to engage collaboratively within the Client Services Team and across departments.

**Benefits:** Diverse, creative and dynamic work environment; medical/dental plan; paid holidays, vacation, and life insurance; 403B retirement plan; beautiful, pristine work setting at Moraine Farm campus. Salary commensurate with experience.

**To Apply:** Email your cover letter and resume to [resumes@pa.org](mailto:resumes@pa.org) with "Client Services Specialist" as the subject line. We will contact you if we would like to set up an interview. No phone calls, please. Project Adventure is an Equal Opportunity, Affirmative Action Employer.

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A Non-Profit Organization. Project Adventure is an equal opportunity employer.