



Slice Communications

Job Description

Client Success Intern

Slice is looking for incredibly talented people to join our team. In short, the best candidates will embody our core values of Yes, And Energy, Copilot Attitude, Goal-Oriented Focus, and Always Learning. The Slice Squad operates in a hybrid work environment that our team loves because it enables them to work in whatever works best for them. Whether you choose to work from home or in one of our two co-working spaces located in Center City and Wilmington, DE, we still maintain our ability to collaborate, achieve goals, and grow professionally no matter the location. Beyond our work, we like to have fun, from happy hours to our annual holiday party and even small surprises in the mail! You can learn more about what it's like to be a part of the Slice Squad here. We provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, Slice will provide reasonable accommodations for qualified individuals with disabilities. All of our internships provide hands-on experience with our existing group of highly talented people and clients.

Purpose

The Client Success intern will work closely with our Client Success team to ensure our clients receive exceptional service and support. This individual will have the opportunity to learn about our products/services, understand client needs, and contribute to client retention strategies.

Accountabilities

- Assist the Client Success team in managing client accounts
- Communicate with clients via email, phone, and in-person meetings
- Assist in creating client success documentation and resources

Department: Growth + Revenue

Reports To: Kelly Morrin, Senior Director of Client Success

Core Responsibilities

Client Success

- Discuss client success strategy with the Growth and Revenue Team daily.
- Deliver excellent client service to current and potential clients.
 - Taking note of client anniversaries, birthdays, and other gifting opportunities
 - Reviewing proposals, addendums, and other contracts



- Researching current and prospective clients and bringing to light opportunities for growth
- Collaborate with the Work Excellence team to ensure that our execution and deliverables are aligned.
 - Join client calls to get an understanding of how to manage the relationship
 - Join in-person meetings when needed

Research & Administration

- Support updating our client drive, client documents, and folders
- Research and document case studies of current and past client projects
- Research and deliver intelligence for new clients and current clients
- Gather an index of past clients over the past 10 years, along with the services provided

The Great Teammate Commitment: Responsibilities of Great Slice Teammates

- Live out the Slice values when working with teammates and clients: Yes, And Energy; Copilot Attitude; Goal-Oriented Focus; and Always Learning.
- Practice the 13 trust behaviors.
- Consider teammates' and clients' communication styles and preferences.
- Communicate about tasks, workload, and deadlines, and make sure task status is tracked to ensure trusted communication with teammates. Ask for help prioritizing tasks if needed.
- Be open to new ideas, new possibilities, and change.
- Come to meetings prepared to participate, focus, and contribute value and perspective.
- Deliver high-quality work, and ask, if needed, for more information or other support to do so.
- Speak up and share perspectives and expertise, and take a constructive, solutions-focused approach to interactions with teammates and clients.
- Listen with the intent to understand.
- Cheer on teammates and celebrate good work.

###