

## **Recruitment Relationship Manager**

Join our dynamic team and organization as a **Recruitment Relationship Manager**. Great growth opportunity for a self-starter! We recognize that diverse teams make the strongest teams, and we encourage people from all backgrounds apply.

For over 60 years, International Schools Services (ISS) mission has been uniquely focused on helping international schools and educators develop students into thoughtful, imaginative global leaders. We are passionate about today's and tomorrow's international education community, and we delight in connecting educators and schools worldwide. As the nonprofit leader in international education, ISS promotes innovative best practices for global education.

ISS offers a comprehensive benefit package including generous paid time, a 15% company contribution to a 403(b) and comprehensive health insurance. Salary range is \$45,000 to \$50,000 annually, commensurate with experience.

We work hard and have fun together!

### **Duties and Responsibilities**

- Monitor and answer school inquiries daily via HubSpot or email.
- Manage daily tasks, perform routine follow ups, and maintain meeting notes via HubSpot.
- Resolve customer issues in a timely manner utilizing team resources.
- Work closely with the Directors, members of the business development team and other relationship managers.
- Routinely and regularly reach out and connect with assigned schools to provide personalized service and care.
- Establish and maintain relationships with heads of schools and their administrative team to assist them with recruiting needs.
- Use tools for virtual calls/meetings to facilitate relationship building and connections with your schools.
- Review and prepare renewal contracts and invoices.
- Conduct regular review of school accounts to ensure information is accurate and up to date.
- Contact customers to review their needs, solicit feedback, and ensure customer loyalty.
- Welcome and setup new schools in conjunction with a member of the business development team.
- Work with the GRT team on group projects.
- Domestic and/or international travel may be required.
- Assist with events and other responsibilities as assigned.

### **Education and Experience:**

- BA/BS Degree
- 2+ years of experience in account management and sales
- Background in Sales, Account Management, and Recruitment experience is a plus
- Proficiency with Microsoft Office Suite. Experience with HubSpot or other CRM systems. IT competent and comfortable using new platforms.

### **Desired Skills and Attributes:**

- Innovative and positive team player
- Strong interpersonal & communication skills
- Active listening skills
- Developed time management skills
- Self-motivated, strong work ethic
- Ability to remain calm under pressure
- Ability to multitask and prioritize
- Ability to maintain a professional demeanor with customers and colleagues
- Takes ownership of customer issues and drives to resolutions
- Creative problem solver
- Ability to set and communicate expectations
- Detail-oriented and organized
- Ability to lead or facilitate internal and external meetings
- Ability to conduct product or service demonstrations
- Consistent and reliable follow-through to meet established deadlines.

### **Location/Hours**

Full-time; Mon-Fri 37.5-hour work week

Position may be in our beautiful Princeton, NJ office location OR somewhere else beautiful (remote). If remote, you must have reliable internet access. Work hours will be agreed upon with supervisor. Ability to work core hours and flex to align with some early mornings/late evenings and/or weekends for events, school clients, and candidate communication.

ISS is committed to “Making a World of Difference” in the international education community. We are experiencing a catalytic moment in history and ISS has committed to addressing the systemic prejudices and biases in ourselves, in schools, and in organizations around the world.

ISS believes in dignity of all, the benefit of cross-cultural perspectives, and the power of diverse, inclusive, equitable and just communities.

You can read more about our commitments here: <https://www.iss.edu/who-we-are/deij-commitment>

To apply, please e-mail your resume to [dbryant@iss.edu](mailto:dbryant@iss.edu)