



Council for Educational Travel USA

## **Trainee/Internship Program Offer**

**(20010) Customer Service Program – New York, NY**



**Program Duration:** 12 months

**Compensation:** \$17.00 per hour

**Housing:** not provided

**Number of Position Offered:** 1

### **Host Company Description:**

The host company is a Brooklyn-based jewelry designer. They draw inspiration from the owner's family legacy and the spirit of her hometown. The designs reflect the beauty of a second chance and the strength that roots bring. Brooklyn, New York is known for the famous Brooklyn Bridge, Coney Island, Prospect Park, museums, incredible restaurants, and fantastic shopping.

### **Position Description:**

- Deliver exceptional customer support across email, phone, and chat, ensuring timely and accurate resolutions
- Manage order inquiries, returns, exchanges, and product questions with a brand-right, solution-oriented approach
- Enter orders and ensure accurate, timely shipment across all channels including e-commerce, wholesale, and private client

### **Applicant Qualifications:**

- To apply for the **Internship** program, you must be an undergraduate student of **business or related field** OR a recent graduate starting the program within 12 months of graduation.
- Strong writer who enjoys social media and is comfortable multitasking
- Detail-oriented, organized, and not afraid to ask questions
- Experience with content creation for a student organization, a brand, or your own account

### **How to Apply:**

1. Submit a professional resume with a professional photograph
2. Indicate availability dates (start and end dates)
3. Indicate this offer number and title