



Connecting Lives, Sharing Cultures

Position: Education Products Sales Coordinator - Full-time, NYC Office or Remote

Reporting to: Director, Global Education Innovation

Member of: Programs Team; GlobalUp Unit

About AFS

AFS Intercultural Programs is a global network that develops active global citizens committed to making the world a better place. Through our international exchange programs, education initiatives, volunteerism and advocacy, we empower young people from all backgrounds with essential global skills. AFS Intercultural Programs leverages the power and reach of 58 National AFS Organizations to accelerate the local, global and collective impact of our 100+ year old nonprofit. AFS International is the global leadership, coordinating, and administrative body of the AFS Network. Our office is located in New York City and we work with a global team.

Position Summary

AFS International is looking for an Education Products Sales Coordinator to join our digital education programs team. This position is full time and based in our office in NYC or remote. In this role, you'll be regularly interacting with the Global Up Team and AFS International. The primary clients you'll work with are from US Higher Education Institutions where you'll share the Global Up Programs and walk prospective clients through the process of implementing this programming into their work, course, or study abroad programs. You'll have the chance to develop persuasive presentations, work with people around the world, be part of a mission driven non-profit that is seeking to create a more just and peaceful world. This position reports to the Director, Global Education Innovation, and works in collaboration with the Educational Products Manager and is part of a unit that serves external and internal partners worldwide.

Global Up Sales Support

1. Contributes to overall HEI sales goals.
2. Maintains CRM by tracking all new inquiries and client changes in accordance with the team sales process.
3. Follows up via the sales process on new inquiries resulting in sales to reach revenue goal
4. Vetts and provides virtual and in person demonstrations of educational curriculum to interested prospects.
5. Provides client support for implementation, enrollments, training and launching the Global Up Programs.
6. Obtains leads via conferences, webinars, networking events for the Global Up Programs.



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Marketing

1. Attends conferences to network and exhibit by staffing a booth and submitting proposals for conference presentations.
2. Supports GUP Sales with website development, articles, training, & webinar events.
3. Generates monthly newsletter articles/ social media promotions and regular postings.

Ed Product Implementation

1. Holds quarterly and biannual client check-ins to troubleshoot, improves processes and ensures repeat customers.
2. Tracks Institutional use/accounts and provides ongoing customer support to clients.
3. Supports and recruits participants for Qualified Facilitator Training

Required Skills:

- Minimum BA in related field
- Strong background in intercultural learning and communications, program higher education experience or sales
- Must have familiarity in working with US higher education institutions
- Comfortable delivering virtual presentations to potential customers and clients
- Experience working with educational programs and teaching/training (preferably in adult and/or non-formal education, and with blended learning approaches)
- Ability to work with websites and technical tools
- Professional command of English language necessary (*additional languages preferred*)
- Customer-service oriented
- Ability to work under pressure on multiple tasks and projects
- Ability to operate independently and within a team environment
- Good organizational skills, interpersonal skills and intercultural sensitivity
- Familiarity with GSuite: Google Calendar, Google Drive

Preferred skills/experience:

- MA, preferred.
- Learning Management Systems (Blackboard, Bridge), Salesforce experience a plus
- Highly motivated and ambitious; Experienced in working on a virtual team

Benefits

A comprehensive benefit package to include medical, dental and vision plan; retirement plan and other perks.

How to Apply

To apply, please submit your resume and cover letter with the subject line "Educational Products Coordinator" to HR at recruitment@afs.org. All application materials must be received by 11:59 PM ET on Friday, November 5, 2021. Expected start date December 2021/January 2022.