



Client Success Intern

We are looking for an intern passionate in psychology, employee mental health and client success to join our legendary Client Success team. We are a client-obsessed company and seek like-minded people to join us! Huge bonus if you have past experience in client success, marketing or relationship management work. There's also an opportunity for full-time conversion if there's great chemistry!

What exactly is Client Success (CS)

A CS team member works with our clients so they receive the tools and support to achieve their goals. This includes advising them on using our product, making buying decisions and onboarding new users. You will have an in-depth understanding of our product, client's needs and communicating client behaviors internally to sales, marketing and product teams.

What you will do

1. Advocate for the company
 - You will act as a personal cheerleader for Bonfire, explaining how and why we can meet our clients' needs. This positive reputation keeps our clients satisfied and encourages them to refer their peers to us!
2. Onboard new clients
 - You will educate the client on the features they need to learn so they can achieve their desired goals
3. Encourage product upsells and cross-sells
 - You will be mindful of the client's progress, and when ideal for an upgrade, explain why an upgrade will be helpful
4. Be the voice of the client
 - You will have an in-depth understanding of our clients' likes and dislikes about our product, then share this information internally so we always do what's right for our clients. You do not claim our product is amazing when it is broken

Who would be a great fit

- You have a firm client-first mindset and great at solving problems
- You have great empathy
- You are great at active listening and communicating your ideas
- You are great at building rapport or managing relationships
- You are responsive and great at managing time
- Importantly, you know how to draw boundaries and manage expectations

Preferred academic background

One of the following disciplines: Psychology (Clinical or Industrial/Organizational), Marketing, Business

About Bonfire

We are a mental health company helping large organizations save millions and keep their people mentally healthy. Please visit our [website](#) for more information and email keith@bonfire.cc if you are interested to learn more.