



<https://principaltutors.com/job/customer-service-executive-education-consultant/>

## Customer Service Executive / Education Consultant

### Description

#### About us

Principal Tutors is an award-winning tuition company with a personalised approach to tutor and client management. We match parents with tutors for online private one-to-one tutoring.

Whilst we have our roots in the Greater Manchester area, we have expanded rapidly via online tuition to cover all the UK and many international areas.

We aim to improve the learning of pupils through high quality customised supplementary education.

We run a professional, agile, yet personalised operation and our goal is to help families connect with the very best qualified tutors that we work with. We work with a committed team of qualified teachers to provide high quality personalised online tuition to pupils both in the UK and internationally. We work tirelessly to recruit the very best teachers and to connect them with the clients we work with.

In essence, we offer a concierge like service to our clients to find them the most appropriate tutor that we work with, and this will be your core purpose.

#### What we are Looking for

We are looking for a Customer Service Representative / Administration / Personal Assistant to join our team. The successful candidate will be responsible for providing exceptional customer service to our clients, completing administration tasks to a high standard, responding to inquiries in a timely manner, and responsive to the needs of the Company director.

The ideal candidate will have excellent communication skills, a strong work ethic, an eye for detail and accuracy, have a good working knowledge of the UK education system and have experience of managing social media accounts and using them to acquire new leads.

#### Working Pattern

The ideal person will be available to work for around 6-8 hours during the 12noon to 8pm time frame for around 3 days a week Mon- Sat.

You will be confident telephone manner and be comfortable with handling a range of customer service/support issues to maintain an excellent customer satisfaction.

You will have a good working knowledge of the UK education system, although not necessarily have been a teacher or worked in education previously.

You must be prepared to work hard, be resilient and come with a 'go and make things happen' attitude to work.

### Hiring organization

Principal Tutors

### Employment Type

Part-time, Contractor

### Beginning of employment

August 2025

### Industry

Education

### Job Location

Remote work from: United Kingdom

### Working Hours

3 or more day per week

Core hours 12noon until 8pm

Some Flexibility in between working shift

### Base Salary

£ 10 - £ 12

### Date posted

11 July 2025

### Valid through

03.08.2025

You must be IT literate and have extemporary communication skills (both written and spoken).

Commission structure available for those super starts that can use their own initiative (Socials etc) to create and convert new leads in to satisfied customers will do well.

Some weekend availability may also be optionally available.

Job Type: Part-time

Pay: £10.00 per hour + commission

Expected hours: 12 – 25+ per week

Benefits:

- Work from home
- Schedule:
  - Day shift
  - Monday to Saturday (3 or more day per week)
  - Afternoon / Night shift (Core hours 12noon until 8pm)
  - Weekend availability (some weekend working may be available optionally)

Expected start date: 04/08/2025 or thereabouts

## **Responsibilities**

### **Responsibilities:**

- Provide excellent customer service to all customers and stakeholders
- Answer customer inquiries in a timely and professional manner via telephone, message or email
- Make outbound telephone calls to all enquiries and provide information on our services
- Keep records of customer interactions and transactions.
- Converse with customers on matters relating to the UK education system
- Follow up with customers to ensure their satisfaction.
- Complete administration tasks on behalf of the company Director
- Manage and interact with corporate social media accounts with a view to acquire new customers

## **Qualifications**

Bachelor's (required)

## **Job Benefits**

Work Location: Remote

Some flexibility in hours

Commission structure