



Ardeo Education Solutions is looking for an energetic, out-going individual with higher education admissions experience that is looking for a part-time position. The part-time **Student Service Representative** will join our outbound call center team in a “Work from Home” capacity.

At Ardeo, we’re creating positive change in the world by giving college-bound students the freedom to pursue their passions at their college of choice, while ensuring that educational loan debt doesn’t hold them back from the career of their dreams after graduation.

**Are you looking for a career with a company that’s driven by a powerful mission?** At Ardeo, you’ll join a team of high performers looking to make a difference in the lives of students and families across the country. We help students have the freedom to realize their greatest ambitions, both on campus and after graduation, without the burden of educational loans.

**Why join Ardeo?** Ardeo provides our unique, innovative Loan Repayment Assistance Program (LRAP) to colleges and universities across the country. We help students enroll in the college of their choice with the peace of mind to know that if their income after graduation is modest, we can help repay their educational loans.

**Why else?** Ardeo is a fast-growing start-up full of dedicated, passionate individuals who delight in working for an organization that makes a difference in the lives of thousands of students and their families.

**Want to learn more about this great opportunity?** Check out recent articles in the [Washington Post](#) and the [Manhattan Institute](#) that discuss our program. Or visit [www.myLRAP.org](http://www.myLRAP.org) for more information.

We are looking for a smart, dedicated individual who is a great conversationalist (especially on the phone) and is committed to excellent customer service to join our Student Service team in a Work from Home (WFH) environment, for approximately 20 hours per week (dependent on call volume), ideally in the Pacific or Mountain time zones. Working hours are somewhat flexible, but require afternoon and evening availability (and potentially weekends), and typically occur between 12pm and 8pm eastern time. As part of the Student Service team, you will have a direct, hands-on role in ensuring our students and their families are well taken care of throughout their college journey.

**Responsibilities include, but are not limited to:**

- Place 20+ outbound calls per hour to prospective students and families, on behalf of our client colleges, to educate them about LRAP and answer questions.
- Collect enrollment updates from college-bound families, by asking them questions to help determine their interest in both the program and school offering it.
- Guide students and parents through the process of accepting their LRAP Awards.
- Check in on enrolled students, to remind them about the program, answer questions, and identify any issues that may lead to them dropping out of college.
- Occasional travel, as needed (e.g., for initial training and bi-annual team meetings)
- Other projects and duties as assigned.

**Skills and experience:**

- Bachelor’s degree or higher required

- 2+ years of admissions, financial aid or student service experience required (ideally at a traditional, 4-year institution), and some customer service experience preferred
- Experience using a CRM tool (e.g., Salesforce) desired
- Experience in a work from home role preferred
- Strong verbal and written communication skills (English-Spanish bilingual a plus)
- Attention to detail and accuracy
- High degree of professionalism
- Flexibility, adaptability, dependability
- Service orientation, teamwork, initiative and integrity
- Passion for education, and a desire to help students achieve their fullest potential

**WFH Environment Requirements:**

- Quiet office setting, without distractions.
- Internet, with minimum speed of 25 mbps (download).
  - \$25 reimbursement provided monthly to offset any service upgrade costs.
- Availability to join for weekly team meetings via screensharing (time & dates TBD)
- We will provide a laptop computer, monitor, softphone, headset, and all needed software and materials, in addition to a remote training schedule and resources.

**Compensation is commensurate with experience (and includes a performance bonus).**

**About Ardeo:** Ardeo partners with colleges and universities across the country to help students overcome the burden of student loans. We provide a unique and effective solution for reducing the anxiety and burden of debt-repayment, empowering students to enroll and graduate from their preferred educational institution, while following their dreams after graduation. LRAP is a tool that provides a safety-net for students and families. If a student graduates to a modest income, LRAP helps repay their educational loans.