



CLIENT MANAGEMENT INTERN
Full-Time Summer Internship
Term: May 9th, 2022 - August 12th, 2022

Inkblot is on a mission to improve the mental health of individuals and organizations by creating innovative and accessible solutions. We are a Toronto-based company focusing on secure video counselling. With Inkblot, individuals can get the help they need when they need it. Uniquely, Inkblot monitors clinical effectiveness and client satisfaction session-to-session. As a company, we're proud of the stability and support that we've provided Canadian and US individuals during these difficult times, from the pandemic to social justice issues. Inkblot has created an engaging and collaborative virtual team environment that is purpose-driven, inclusive and fast-paced.

This internship is being offered as a part of [The Good & Well Internship Program](#). Throughout our summer internship program, Good & Well provides participants with opportunities to work with dynamic, high-potential social ventures as well as to learn from and network with professionals working within the social impact ecosystem in Toronto.

ABOUT THIS ROLE:

Our Client Management team encompasses both business development and account management. We sell innovative products and services to organizations looking to invest in the mental health of their employees. The Client Management Intern will have the opportunity to be involved in the full customer journey from prospecting to ongoing management of the client. This will be a multi-disciplinary role leveraging Sales, Account Management, Marketing, and Operational duties.

JOB DUTIES

- Work collaboratively with cross-functional teams to ensure optimal customer service and satisfaction
- Deliver exceptional customer service to our clients and prospects in a professional manner
- Support outbound sales initiatives
- Prepare client utilization reports
- Review and prepare proposals as required
- Prepare client contracts
- Attend and take minutes during client meetings
- Participate in the creation and execution of informational webinars
- PR Generation
- Support ad-hoc tasks as requested by the Account Management and Business Development team



MUST-HAVES

- Highly effective communication skills (written and verbal)
- Strong interest and connection to the field of Mental Health
- Desire to be in a client facing role
- A working understanding of Google Docs ecosystem as well as Excel and PowerPoint
- Comfort switching contexts frequently
- Legally entitled to work in Canada

GOOD-TO-HAVES

- Bilingual: French and English
- Hubspot or other CRM Experience
- E-Mail Marketing Experience
- Sales Experience
- Account Management Experience

OTHER DETAILS

- \$19.05/hour for 37.5 hours/week
- Business hours are Monday to Friday, 9am-5:30pm EST.
- This role is currently remote

HOW TO APPLY

The application deadline is February 17, 2022 at 11:59 PM EST. Learn more about the Good & Well Internship Program and how to apply [here](#).

Please note that applications will be reviewed on a rolling basis and those submitted via other methods will not be reviewed.

Inkblot Therapy is an equal opportunity employer committed to diversity and inclusion. We consider all applicants regardless of race, colour, religion, sex, sexual orientation, gender identity, national origin, age, disability, protected veteran status, and Indigenous status. If you require accommodation during the recruitment and selection process, please let us know. We will work with you to provide as seamless a recruitment experience as possible.