



## **Sales & Billing Coordinator**

Comforts of Home, a leader in international student housing in Europe, seeks a Sales & Billing Coordinator in its Paris headquarters to support billing and accounts-related customer service for its serviced apartment student tenants.

Managing nearly 2000 beds in serviced apartments for use by study abroad customers in Paris, Florence, Rome, Barcelona, and Madrid, Comforts of Home allows students to live like locals in apartments shared with other students, supporting their residency with American-style comfort and customer service.

The Sales & Billing Coordinator works with the Paris-based sales and billing team to market housing offers to local partner schools, and guides direct-pay students smoothly through the process of registering and paying for housing in our five cities. In conjunction with other members of the team – one who manages Paris sales and one who manages the other cities - s/he is instrumental in communicating both with partners and students during the reservation process, as well as tracking and reporting on sales and payment data. Additionally, the Sales & Billing Coordinator helps to coordinate our on-line booking activities in partnership with student OTAs.

Successful candidates will have native English ability and comfort with telephone and written communication with American students and parents, familiarity with customer service best practices, and solid spreadsheet skills.

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

- Invoicing customers and managing student payment accounts, including understanding pricing structures and instalment plans, and managing invoices and payments for customers in different groups
- Supporting customer registration processes, including communicating pricing plans, billing policies, and accounts information to customers (students as well as parents) over their life cycle with the company, and managing databases associated with these activities
- Supporting student sales managers in responding in timely manner to all student requests/inquiries for housing
- Tracking and reporting on marketing communications, sales leads and conversions
- Communicating with COH's five City Managers and Student Services teams about booking requests, invoice questions and problems
- Providing support for other sales activities including online booking and partnership development in Europe and the US
- Provide input on campaign initiatives and contribute to marketing strategy discussions

### **Requirements:**

- Excellent written and verbal communication in English and French

# comforts *of* home

- Customer service sensibility
- Strong organizational skills
- Background in sales or marketing, customer service, or accounts management
- Knowledge of American university system preferred
- Ability to function autonomously, multitask, and stay on schedule
- Flexibility and ability to work effectively in a fast-paced and evolving office
- Enthusiasm for working with a young, fun, and flexible team
- Microsoft Office, Excel, Powerpoint
- Valid work permit authorizing full-time work in France

To apply, please send your cover letter and resume to [paris.jobs@get-comfortable.com](mailto:paris.jobs@get-comfortable.com). Applications without a cover letter will not be considered.