



## Client Experience Intern

*FULL-TIME INTERNSHIP POSITION / SUMMER 2026*

Location: On-Site, Lexington, KY

Schedule: Full-time in office hours (30) to accommodate your schedule

Target Start Date: May 4, 2026

Reports To: Consultant Director

Faithful Platform is a client-focused, faith-based jewelry company committed to providing exceptional customer experiences and crafting timeless pieces. We're a growing team of professionals who believe in creating a welcoming and memorable journey for every client. We are currently offering a unique internship opportunity for students interested in sales, hospitality, or client-facing roles who are seeking to gain real-world experience or academic credit.

This internship is ideal for someone who is personable, detail-oriented, and passionate about hospitality. You'll be the first face clients see when they walk in, helping create a warm and polished experience that reflects our values.

### **Role Responsibilities:**

- **Front Office Host:** Serve as the welcoming presence at our Lexington office during business hours. Ensure the space is tidy, organized, and ready to greet guests.
- **Client Greeting & Hospitality:** Greet walk-in clients with professionalism and warmth. Make clients feel comfortable and cared for while they wait for their consultation appointments.
- **Ring Pick-Ups:** Assist clients picking up their engagement or wedding rings by walking them through the ring paperwork and helping ensure their experience is celebratory, clear, and memorable.
- **Resize/Repair Drop-Offs:** Support walk-in clients with resizing or repair requests by helping them fill out the appropriate documentation and processing the items according to FP protocols.

- **Client Experience Support:** Partner with the consulting team to enhance the client journey from arrival to departure, ensuring a seamless and personal experience every step of the way.
- **Affiliate Program Support:** Assist in reviewing and screening affiliate applications, guiding candidates through the onboarding and training pipeline, and collaborating cross-functionally to ensure new affiliates are fully prepared, supported, and set up for success.
- **Operations Support:** Maintain stock of marketing and packaging materials (e.g., brochures, branded boxes, promotional items) to ensure an organized and efficient workspace.
- Additional duties as assigned.

### **Role Requirements:**

- **Schedule Commitment:** Full-time during Summer 2026, 30 hours per week, primarily during business hours Monday through Friday, 9 AM to 5 PM.
  - Interest in staying on in a full or part-time capacity throughout the 26–27 school year is preferred.
- **Student Status:** Must be currently enrolled in college and able to receive academic credit for an internship (if needed).
- **Hospitality Mindset:** Naturally warm, kind, and people-focused with a passion for creating positive experiences.
- **Professional Demeanor:** Comfortable interacting with clients in a polished, respectful, and upbeat manner.
- **Organization & Detail Orientation:** Able to follow procedures, track information accurately, and keep the front-of-house and affiliate documentation processes running smoothly.
- **Eagerness to Learn:** Excited to gain real-world skills in client communication, customer service, and high-end product presentation.

### **What You'll Gain:**

- Full-time hourly wage plus opportunities for growth within a scaling company
- Class credit, if needed, for your degree program
- Hands-on experience in a high-touch client service environment
- Training in communication, organization, and professionalism
- Exposure to the inner workings of a growing company in the jewelry and luxury goods industry
- One-on-one mentorship and feedback from experienced team members

- Valuable internship experience for your resume; ideal for those potentially pursuing careers in sales, hospitality, fashion, or client services

*We're looking for someone who brings both professionalism and genuine warmth to our clients' experiences — we hold this role in the highest regard.*

*To apply for this position, please apply through our [website](#) and send your resume to [careers@faithfulplatform.com](mailto:careers@faithfulplatform.com).*