

Client Manager

Oppidan Education

New York, NY 10022

Other

Full-time, Part-time

Remote

\$45,000 - \$60,000 a year*

* Agreed % of each client journey sold as commission, paid twice annually. On-target earnings in the early stages are estimated at 10–30% above base salary, depending on performance. This could reach much higher dependent on initial growth.

Posted on July 15, 2026

Organization Statement

Oppidan Education is a premium mentoring company trusted by over 150 of the world's leading schools and several thousand individual families. From its London headquarters, Oppidan has expanded to Asia, Europe, and recently, New York.

We believe that if adults have mentors, kids should too. Through one-to-one mentoring at home and in-school programs, we help students fulfill their potential and develop the character and confidence to thrive — at school, college, and beyond. In the United States, Oppidan is in the early stages of launching its programs to NYC schools and to middle school children at home.

Job Description

The Role

We are looking for an organised, client-focused self-starter to join Oppidan's US team as our first dedicated Client Manager in New York. This is a founding position in the US business, the first role of its kind on the ground in New York, with real scope to specialise and grow into a more senior position as the team expands. Reporting to co-founder Henry Faber and working closely with Oppidan's London client management team, this is a role with real commercial responsibility from day one.

You will own the client journey end-to-end: fielding family enquiries, matching students with the right mentor, managing ongoing relationships, and driving sales targets that underpin the US business. Oppidan's US network already includes 30+ active families and 10+ mentors, providing a strong foundation to build from. This is an exciting opportunity to be at the forefront of scaling a proven model into a new market, bringing Oppidan's approach to ambitious East Coast families.

We seek 1+ year of experience in a client-facing or sales role, ideally within education or a related professional services environment. The role has clear scope to grow as the US business scales.

Responsibilities

Key Responsibilities

- Handle incoming family enquiries by phone and email, qualifying leads and matching students with the right mentor from Oppidan's network.
- Own and manage a portfolio of active client accounts with proactive care, regular check-ins, and timely resolution of any issues.
- Work towards monthly sales targets, reporting performance to Henry Faber and the London leadership team.
- Identify opportunities to grow client accounts through additional programmes, events, and referrals.
- Work closely with new US-based mentors in coordination with London's mentor management team.
- Maintain accurate client and mentor records across Oppidan's platforms, ensuring data is current and operational workflows run smoothly.

- Act as a trusted point of contact for UHNW families, offering responsive and considered support at every stage of their journey. Discretion and confidentiality are essential given the nature of the families we work with.
- Collaborate with our NYC-based Founders' Associate and London client team on strategy, systems, and content to strengthen the US client offering.
- Contribute to individual projects that support business development, brand awareness, or operational improvement across the US venture.

Qualifications

Ideal Candidate

- 1+ year of experience in a B2C client management, sales, or account management role.
- Familiarity with the New York independent school landscape and/or the broader East Coast private education market.
- Confidence in working with UHNW individuals and their families, with a warm, professional, and highly responsive communication style. An instinct for discretion is essential.
- Strong organisational skills and the ability to manage multiple client accounts simultaneously without dropping the ball.
- Self-motivated and comfortable with autonomy within a small, growing team operating across time zones.
- Excellent written and verbal communication skills.

- Results-oriented with a sharp attention to detail.
- A genuine interest in education, mentorship, and the development of young people.
- **Minimum Education Level:** Bachelor's Degree
- **Preferred Education Level:** Bachelor's Degree

Application Instructions

How To Apply

Please apply with a CV and a short cover letter (one page maximum) to ***us.office@oppidaneducation.com***.

Applications will be reviewed and interviewed on a rolling basis through July 2026. Early applications are encouraged.

If you, or someone you know, might be a great fit for this role, please get in touch.

Language Requirements

English

Additional Information

- Full-time position offered, but open to part-time.
- Flexibility to place 8-hour work day within 8.30am–6.30pm ET.
- 10 days PTO.
- Health coverage offered through CrowdHealth, with no monthly contribution and \$500 deductible to the employee per health event.
- Fully remote role. Candidates based in or near New York City will be at an advantage and may be invited to attend occasional in-person events with clients, mentors, or school partners.
- Must be legally authorised to work in the United States.