

Online Learning Specialist, Adult Basic Education

About Us

ProLiteracy New Readers Press is a nonprofit organization dedicated to providing quality educational materials to adult basic education and literacy programs across the globe. We are seeking an online learning specialist to provide customer success and implementation support to administrators and instructors using our online learning programs.

Position Summary

The online learning specialist will provide customer success and implementation for our online learning platforms. Responsibilities include customer onboarding and training, providing ongoing support to ensure customer success, and supporting the sales team with product demonstrations, sales presentations, leads, and renewals.

Essential Job Duties and Responsibilities

- Develop a strong understanding of the features, functions, and reporting capabilities of the online learning platforms
- Deliver high quality customer onboarding and training based on customer needs and established processes
- Build and maintain strong customer relationships
- Conduct virtual product demonstrations and sales presentations as needed to support sales team
- Collaborate with stakeholders to provide ongoing support to customers with their online learning products to ensure customer usage and success
- Support sales team with nurturing leads and subscription renewals
- Monitor and analyze usage and data trends to communicate successes and make recommendations for improvements

Skills and experience required for the role

- Bachelor's degree or equivalent experience
- 3+ years' experience in education technology, education sales, or sales support
- Experience in customer success or sales for online learning required

- Proficient in Microsoft Office suite, including Excel and PowerPoint
- Ability to communicate clearly and professionally
- Organized with a strong attention to detail
- Excellent analytical, problem-solving, and time-management skills
- Motivated self-starter, takes initiative, and works well both independently and as part of a team
- Willingness to learn and adapt to a changing environment

Job Location, Compensation, and Benefits

ProLiteracy's headquarters is based in Syracuse, New York. We are open to remote candidates with the ability to travel up to twice a year.

The salary is competitive and commensurate with experience with a generous benefits package. The exact salary that will be offered will be determined based on a consideration of the successful candidate's skills, experience, and geography and aligned with ProLiteracy's compensation policies. The range is \$60,000 to \$70,000.

We are looking for a motivated candidate with excellent analytical and communication skills. We are seeking a diverse pool of candidates from across the country. Please apply online or send résumé to hr@proliteracy.org.

ProLiteracy believes every adult has the right to literacy. Our mission is to help adults gain reading, writing, math, and digital skills, with the intent of giving them the power to impact major social issues and change the world around them. We believe education leads to equal opportunities, liberties, and protection under the law, and that we must stand up against bigotry, racism, and hatred. ProLiteracy is an equal opportunity employer and strongly encourages applications from people of color, persons with disabilities, women, and LGBTQ+ applicants.