

Distance Learning Retention Specialist

General Summary

ProLiteracy is seeking a Distance Learning Retention Specialist to support adult learners from distance learning enrollment through program completion by providing coaching, outreach, and support with online learning platforms. The position focuses on improving student persistence, engagement, retention, and completion. The specialist also works collaboratively with tutors and partners to identify barriers to student success and develop retention strategies.

The Retention Specialist works as part of a distance learning team supporting a diverse group of adult learners. The ideal candidate has strong coaching, communication, and relationship-building skills. This position requires strong computer skills, analytical skills, and attention to detail, and a desire for continuous program improvement to ensure student success.

What you will do in this role:

- Provide coaching, encouragement, and ongoing support to help learners persist and achieve their educational objectives
- Monitor student attendance, participation, and academic progress to identify at-risk learners
- Conduct proactive outreach to inactive or struggling students through phone calls, email, text messaging, or virtual meetings
- Develop individualized student success plans to address barriers such as work schedules, technology access, and academic challenges
- Manage and distribute vouchers to students for the GED® and HiSET® practice tests and official tests
- Maintain accurate records of student contacts, class assignments, outcomes, and retention metrics
- Monitor and analyze usage and data trends to communicate successes and identify strategies to increase student success.
- Oversee tutor recruitment, orientation, training, and evaluation
- Prepare reports related to student enrollment, retention, progress, and completion

Skills required for the role:

- Bachelor's degree or equivalent experience
- 3+ years' experience in student retention or customer success for distance educational programming in an online environment
- Experience in adult education or workforce development preferred
- Experience supporting learners pursuing a high school equivalency (GED/HiSET) credential preferred
- Strong coaching, communication, and relationship-building skills
- Ability to provide students with personalized assistance through clear, professional, and positive communication
- Experience with digital curriculum platforms, student information systems, or case management software
- Ability to analyze and utilize data to inform student success strategies
- 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

To be considered for this opening, interested candidates must submit a cover letter and resume to HR@ProLiteracy.org.

ProLiteracy is based in Syracuse, New York. Consideration will be given for a hybrid 3 days on-site/2 days remote work schedule for candidates living in the metro Syracuse area, or a fully remote work schedule for candidates living outside of the metro Syracuse area.

This is a full-time position with a salary range of \$55,000 - \$65,000 per year and is competitive and commensurate with the candidate's skills, experience, and location.

About ProLiteracy

ProLiteracy is the world's leader in adult education practice, innovating and building the capacity of literacy programs everywhere—from small community-based organizations to large adult education programs and institutions. We serve over 6,800 US based adult literacy programs annually and work with partners in 32 countries worldwide. By providing comprehensive training and professional learning, accessible research, grant funding, and leading-edge digital and print learning resources through New Readers Press, we advocate for and unleash the power of literacy to transform lives.

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.