



## Customer Support Lead (Eugene)

Acadience Learning is an educational company dedicated to supporting success for children and schools. The mission of Acadience Learning is to improve outcomes for children and support school success by developing and conducting research on practical, innovative, and powerful assessment and curricular tools that can be used to promote educational success for students, educators, and school systems. More information about Acadience Learning is available on our website ([www.acadiencelearning.org](http://www.acadiencelearning.org)).

We are currently seeking a customer support lead for a full-time position. Under normal conditions, this position will work during normal office hours (either 7am-4pm or 8am-5pm weekdays) at our location in downtown Eugene. Currently, our staff is operating remotely during the stay home stay safe order.

### Position Summary

The ideal candidate for this newly created role brings expertise and empathy to providing in-depth support to customers via phone and email. They also possess an engaging and innovative quality of character that strives to bring fresh ideas and modernize the customer experience.

### Ideal Candidate Traits

- You dive into other roles and responsibilities at any opportunity to support your team
- You love any and all opportunities to over-deliver on your commitments
- Your past employers would call you a natural go-getter. If you can do better work, you will always rise to the challenge
- You are inherently compassionate and believe that most people are doing the very best they can
- You are extremely organized, delight in the details, and you don't let little things slip through the cracks
- You love using technology to gain understanding and form a big picture view
- You are an effective communicator, especially in writing
- Your grammar and writing skills are top-notch
- You work well under pressure and effectively manage responsibilities across multiple tasks/projects

### Position Responsibilities

- Provide world class customer support via multiple channels to customers
- Proactively seek all opportunities to evolve and improve the customer experience
- Take charge on updating the customer support experience by researching available technology and systems that will enhance the support that we provide to customers
- Use knowledge of our assessments, tools, foundational research, and data management systems to guide customers in properly utilizing those tools to support students
- Research and utilize customer metrics to provide recommendations and analysis on an ongoing basis of which processes are working and which can be improved
- Proactively observe internal processes and advocate for recommendations that will result in procedural efficiencies and a positively enhanced customer experience
- Quickly adapt to change or unfamiliar situations in a dynamic setting

- Strong background in technology solutions used to support enhanced communication and support between Acadience team members and customers
- Function as an active member of the Acadience Learning team, sharing knowledge and experience to resolve customer issues
- Train incoming customer support team members

### **Qualifications**

- Minimum of a bachelor's degree or an equivalent combination of coursework and/or experience
- Experience working in a CRM system (Sharp Spring, Sales Force, etc.)
- Experience leading an inbound customer support team
- Strong verbal and written communication skills
- Knowledge of G Suite applications
- Must pass background check

### **Preference will be given to candidates who have:**

- Bachelor's degree or higher in education or related field
- Strong technology solutions background
- Experience in implementing CRM and other database systems
- Knowledge of research in the area of early language and literacy development of and experience with educational assessment (experience with Acadience Assessments is desirable)
- Experience working within a research team and/or in an educational environment

### **Benefits Offered**

- Company provided parking or bus pass
- Paid time off
- Health/Dental Insurance
- Flexible Spending Accounts
- Employer Paid Short and Long-Term Disability
- Employer Paid Life Insurance
- Retirement account with guaranteed contribution

If you are interested in applying, please email a cover letter and CV or resume by applying to [info@acadiencelearning.org](mailto:info@acadiencelearning.org). Applications received without a cover letter will not be considered.

Acadience Learning is an equal opportunity/affirmative action employer and encourages applications from minorities and persons with disabilities.

Salary commensurate with experience