



CUSTOMER SUPPORT SPECIALIST

Acadience Learning is looking for a Customer Support Specialist to join our team. We are an educational research company located in Eugene, OR. Our mission 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 (www.acadiencelearning.org). We are a growing firm that offers competitive wages, as well as health care benefits, holidays, vacations, and a friendly work environment.

The Customer Support Specialist position is a full-time position which may be done remotely or in our office in Eugene, OR. Work hours will be determined based upon employee location and company needs.

POSITION SUMMARY

The Customer Support Specialist provides exceptional service to our customers by answering inquiries about our products and services and/or resolving issues or concerns via phone, email, and chat.

ROLES AND RESPONSIBILITIES

- Receives phone and email tickets in Zendesk and answers, solves, or routes to the appropriate team member
- Provides support to schools that conduct testing using Acadience assessments
- Provides support to customers using ALI's data management systems
- Uses knowledge of Acadience assessments, tools, foundational research and data management systems to provide customer support via email, phone and chat
- Assists with other customer support related agency tasks as needed

QUALIFICATIONS AND REQUIREMENTS

- Minimum of a bachelor's degree or an equivalent combination of coursework and experience
- Strong verbal and written communication skills
- Must pass background check
- Outstanding phone skills
- Pleasant/friendly demeanor and an outgoing personality
- Excellent communication, customer service, and problem-solving skills, including the ability to maintain composure under stress
- Experience with email ticketing and phone routing systems or other customer service software

PREFERRED QUALIFICATIONS

- Knowledge of research in the area of early language and literacy development of and experience with educational assessment (experience with Acadience Assessments is desirable)

COMPENSATION & BENEFITS

- Salary Range: \$40,000 - \$45,000 USD, commensurate with experience
- Employer contributed medical, dental, and vision coverage
- Employer paid long-term, short-term disability, and life insurance
- 401k retirement plan with a 3% contribution
- PTO including sick time, vacation, and holidays

If you are interested in applying, please submit your resume and cover letter [HERE](#).

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