

## POSITION: Customer Success Associate

**ROLE DESCRIPTION:** Lea(R)n is seeking a Customer Success Associate (CSA) to join the Implementation and Customer Success Team. The CSA will support implementation efforts with Lea(R)n customers and frequently engage with teachers, instructional technology specialists, school leaders and district administrators through online chats, webinars, PD sessions, and direct hands-on interaction. The CSA will be responsible for cultivating customer relationships, managing and exceeding customer expectations, and acting as a primary point of contact for customer communication. The ideal candidate will be able to manage multiple customer accounts at different stages of implementation and engagement simultaneously; to include onboarding, user training, and ongoing support; effectively collaborate with internal and external partners to meet deadlines, and consistently drive value to customers via Lea(R)n products and services.

### SKILLS AND QUALIFICATIONS:

- A passion for education innovation and/or education technology
- Self-starter with a bias towards responsible action
- A problem solver with exemplary critical thinking skills
- Exceptional organization and communication skills
- Basic understanding of analytics and/or data-driven decision making
- Willingness to work in a fast-paced, results-driven high growth early stage company environment
- Bachelor's degree required

### EXPERIENCE:

- Current or former educator (teacher, edtech specialist, or administrator) preferred
- Experience working with or for education organizations (K12, state DOE, higher ed, etc.)
- Experience with software-as-a-service, software or another technology field
- Experience in customer support, sales, account management and/or project management preferred

**LOCATION:** Raleigh, NC (Preferred, but not required)

### ABOUT LEA(R)N

LearnPlatform connects the largest network of educators, administrators and organizations improving student outcomes through data-driven instructional, budget and resource decisions. Designed with, by and for educators and administrators, the research-based, configurable [LearnPlatform](#) manages all aspects of edtech with a single system to organize, streamline and analyze all learning tools. The Lea(R)n team establishes and elevates standards of practice that drive personalized learning at scale, student achievement and equitable access to education technologies.

### HOW TO APPLY

If you are interested and believe you are the best qualified for this position, please tell us why by emailing [jobs@learnplatform.com](mailto:jobs@learnplatform.com).

Please include links to your:

- Resume or LinkedIn profile.
- A cover letter explaining why you're the best fit for the role.