



## Homeschool Customer Support Advocate

Logic of English is looking for a Customer Support Advocate to join our highly collaborative and growing team in a remote work setting. This person will need to enjoy working directly with customers and enjoy collaboration with other team members. This position will represent Logic of English through a wide variety of communication channels all accessed through the online Zendesk customer service platform.

### Job Description

#### Customer Service Support

- Provide phone and email support for customer questions and inquiries on basic LOE info such as product sets, which curriculum to purchase, basic approach, ordering, returns, and other needs.
- Process customer orders by phone when needed.
- Point customers to existing resources on the Logic of English Help Center, blog, and website.
- Submit new Help Center articles as customer questions arise to the Zendesk manager for approval.
- Attend the weekly Customer Support training meeting every Tuesday at 3:00 pm CST.

#### Homeschool Curriculum Consulting

- Respond to questions from current LOE homeschool customers.
- Answer placement questions with hard-to-place children (2nd grade, developmental, multiple kids, budgeting restraints, etc).
- Answer specific content implementation questions about LOE curriculum.
- Refer difficult questions to Homeschool Team Lead.

### Requirements

- Understanding of and experience teaching of Logic of English curriculum, including both Foundations and Essentials.
- Excellent communication skills.
- Strong decision-making and problem-solving skills.
- Home-education teaching experience.





### *Requirements Continued*

- Ability to work remotely from home in a quiet environment that facilitates answering calls.
- Ability to store a set of reference curriculum provided by the employer.
- Personal computer with high-speed internet connection that supports customer service platforms.
- Demonstrated experience working on teams.
- Bachelor's degree in Education or similar preferred.
- Basic computer skills including the ability to use or learn Zendesk, Google Calendar, Google Hangouts, Gmail, Google Drive.

### **Benefits Package**

- Paid time off (PTO)
- Annual paid volunteer time (VTO)
- Eight paid company holidays
- SIMPLE IRA Retirement Plan with employer matching program
- Professional education reimbursement
- Culture that embraces a healthy work-life balance

