



School Support Advocate

Logic of English is looking for a full-time, remote School Support Advocate to join our highly collaborative and growing team. This person will need to enjoy working directly with teachers and administrators and enjoy frequent collaboration with other team members in making business decisions.

Logic of English is developing a remote team to support schools that are implementing the Logic of English curriculum. We are looking for someone who shares our mission to empower all students to become strong readers, writers and spellers and practices our core values.

Job Description

School Advocacy

- Consult with schools about best practices for teaching reading.

School Curriculum Consulting

- Respond to questions from current LOE school customers.
- Guide schools in purchasing LOE curriculum.
- Provide schools with customized quotes.
- Answer specific content implementation questions about LOE curriculum.
- Provide coaching to Logic of English schools, newly implementing LOE.
- Point customers to existing resources on Zendesk Help Center and website.
- Provide school review sets, price lists, and purchase orders to schools.
- Suggest and write Zendesk Guide and Blog articles to expand online customer support tools.

Professional Development

- Facilitate the Master Teacher Training Courses for schools using online resources. Optional onsite training opportunities are also available.
- Develop training and communication tools to support Logic of English schools who are implementing curriculum.

Team Building

- Attend daily morning team meetings and communicate updates to the team.





Requirements

- Excellent communication skills.
- Strong decision-making and problem-solving skills.
- Ability to work remotely from home.
- Demonstrated experience working on teams.
- Bachelor's or Master's degree in Education. Ability to travel to Rochester for onsite training one week per year.

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
- Company-provided iPhone and MacBook
- Culture that embraces a healthy work-life balance

