



Apangea Learning is committed to providing affordable, engaging, online tutoring that provides individualized instruction that stays with the learner for their lifetime. We believe that every student deserves the opportunities that come with academic success. We have helped students achieve their academic goals by building confidence and problem solving through our award winning web-based math tutoring services for middle schools and high schools.

Apangea programs provide one-student-to-one-teacher differentiated instruction through a unique integration of tutoring technology and live, online certified teachers. Apangea has both strong technical resources and a content-development prowess that enables it to harness advanced web technologies and offer innovative instruction techniques.

## **Implementation Specialist**

### **Job Description**

An Implementation Specialist is a team player with drive, ambition and self-motivation to exceed and meet educational business objectives. Individuals in this role have regular interactions with the end user and will be responsible for key relationships that maximize usage and results with their clients. The Implementation Specialist will take a central role in ensuring appropriate implementation of Apangea products with emphasis on a positive start-up and ongoing consultative support through critical points during the customer experience. Our goal is to drive product usage, student engagement and increase our customer's independent ability to facilitate product implementation and then coach them through classroom challenges.

This position will report to the State Implementation Director.

### **Job Objectives:**

#### **Supports Apangea's customer services, sales and business operations efforts including:**

- Maintain full operational process compliance
- Ensure top tier customer service and quality operations
- Maintain a consultative approach to training and product implementation
- Update the client database (Salesforce) on a daily basis and communicates effectively to collaborative team members
- Assess and interpret account performance, providing solutions for increasing usage and managing the overall customer experience
- Work collaboratively with sales, education and technology teams to manage customer interaction and expectations
- (All) Foster an environment of partnership and collaboration and communication with key stakeholders
- (Senior or Lead) Serve as Lead IS and primary point of contact and communication for State Implementation Team.

### **Job Responsibilities:**

#### **Training and Customer Support Tasks:**

- Plan and provide onsite and web-based training and coaching to teachers, students and administrators
- Independently manage, maintain and participate with customers and team members to assure successful implementation

- Utilize current research and educational knowledge to assess needs, develop and articulate goals (vision) and to write implementation and key benchmark plans
- Understand and monitor account expectations and program design needs: create training plan, solve problems and manage progress
- Maximize customer satisfaction through excellence in implementation services with minimal complaints
- Manage customer setup to create independent usage by students and teachers during the “critical” implementation stage
- Schedule and implement kick-off call/event: understand expectations and program design
- Be the customer liaison for active accounts: providing updates, supporting their needs and maintaining overall good customer service
- Assemble and distribute customer and account communications: updates, results, problem solving
- Assist in Sales Demo to educate and communicate educational perspective of Apangea products
- Assist in training the Apangea team on operational compliance and customer services tasks
- Increase usage and educational results by reinforcing program design, benchmarks and a consistent implementation plan
- Provide analysis and recommendations of improvement using data to guide the customer to improve student performance and classroom usage – linking program to the regular classroom
- Monitor, review and send monthly, semester and renewal reports with analysis and next steps
- Gather data and assess student results; create reporting and communication to accounts
- Report product challenges and solutions to Apangea management
- Audit product changes and improvements to maintain constant baseline, proactively communicating a consistent message to customers
- Willingness to travel. (Position may require travel up to 30% of the time and may require overnight stays)
- Attend educational and trade shows to support business growth and increase branding on an as needed basis
- (All) Build relationships and be able to demonstrate value-added at both the school district and state department levels .
- (Senior or Lead) Build relationships and be able to demonstrate value-added at the school district, state department and legislative levels.
- (Senior or Lead) Develop and publish periodic newsletter for communication of project results to Superintendents as well as Department of Education personnel and key legislators.
- (Senior or Lead) Develop and present quarterly presentations outlining progress of implementation, areas of success, challenges, barriers and action steps to move forward.

#### **Requirements:**

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- Knowledge or experience with the education sector and customer facing
- Strong customer service and software implementation experience
- Strong organizational skills and ability to follow through on tasks in an environment that requires multi-tasking
- Critical thinking and problem-solving skills to meet project requirements and quickly handle client issues
- Willingness to take initiative and leadership role in addressing client problems and improving team efficiency
- Ability to explain complex concepts clearly in written and verbal communications to clients
- Excellent organization, time management, and prioritization skills
- Willingness to travel throughout the school year up to 50%
- K-12 teaching or administrative experience to effectively relate to teachers and their various classroom needs

#### **Employee Behaviors:**

**Accomplishes organization goals by accepting ownership, execution on new and different requests, and exploring opportunities to add value.**

- Promotes a professional appearance

- Effectively manages time and activities
- Avoids procrastination and takes proper initiative
- Attentive to detail and is highly organized
- Develops and maintains a network of resources
- Maintains professional communication
- Excels with interpersonal relationships - internally and externally
- Takes responsibility and accountability for problem resolution
- Ensures all job assignments are completed correctly and timely
- Supports teamwork by helping others
- Supports change throughout the organization
- Works to support other departments in attaining their goals
- Actively seeks better ways or building interdepartmental communication
- Learns and incorporates new products and procedures quickly

Apangea Learning is an innovator of cutting edge personalized tutoring systems that advance the ability of students. We look for individuals who share our passion and who have demonstrated measurable success throughout their careers to join our team. We are interested in people who are passionate about advancing education for our youth; if you qualify please submit your resume to [careers@apangealearning.com](mailto:careers@apangealearning.com).