Summary

Alma is a cloud-based student information system (SIS) that supports K-12 administrators, teachers, parents, and students. We are a passionately driven team with the mission to provide this resource to every school.

We are looking for a Customer Engagement Specialist passionate about empowering educators and using technology. We love to talk to our customers, so excellent written and oral communication skills are critical. You will be the main point of contact for customers with questions, requests, or troubleshooting problems relating to the system.

We are especially interested in candidates who have experience working in schools and understand both the joy and the burden educators feel daily. This role plays a critical role in the overall success of the support team and the assurance of customer satisfaction and success.

Key Responsibilities
- Customer Ownership: act as the main point of contact for customers with questions, requests, or troubleshooting problems with Alma software.
- Technical support: process incoming customer inquiries and questions via the telephone and electronic communications.
- Conflict Resolution: assist the customer directly by resolving the incident, redirecting the issue, or escalating the issue to the appropriate team.
- Customer Documentation: track all customer conversations to ensure customer requests are handled appropriately and promptly. This involves communicating with internal teams when tracking bugs, customer service requests, and feature requests through ticketing software. Triage and escalate appropriately.
- Customer Communication: keep customers updated on the steps to resolve their incident or service request.
- Product knowledge: maintain an understanding of product knowledge on existing and new features.
- Customer Training: schedule and teach users how to use Alma's features.
- Employee Responsibility: maintain department standards for attendance, coverage, and team responsibilities.

- Employee Honest:; access Alma production customer data in live sites while adhering to the practices and procedures outlined in the company security handbook.
- Customer Engagement; proactively call customers to spark engagement, and strategize ways to increase feature usage. Offer new feature demos to users to increase user adoption and earn a commission.
- Customer Advocacy: stay connected with clients often enough to understand their current and future needs, and share this feedback to help Alma better design future product enhancements to meet those needs.
- Customer Partnerships: track relationships in sufficient detail so that management, salespeople, and the marketing department can access information and match customer needs with product plans and offerings.

Education and Experience
- Bachelor's degree or equivalent work experience
- Experience in a K-12 setting
- Strong Communication skills, both oral and written
- Detail-oriented; strong organizational and time management skills
- Fluent in Excel

Desired Knowledge, Skills, and Abilities
- Energetic and self-motivated
- Strong interpersonal skills and ability to thrive in a fast-paced, team environment
- Ability to manage multiple projects at a time while paying close attention to detail
- Ability to work independently and as part of a team
- Technologically adept, utilizing modern computer business systems (Google, Slack, JIRA, etc.)
- Openness and willingness to learn
- Analytical mindset with the ability to solve complex issues.
- A passion for interacting with customers and building the Alma community

Who We Are:

Alma is a cloud-based student information system (SIS) that serves K-12 administrators, teachers, parents, and students. Our Product team is small and mission-driven. We serve schools and districts across the US and internationally and aim to improve education by empowering the most significant learning resource students to have at school: educators.

As individuals, we take ownership of our roles and responsibilities. As a team, our solutions have both an educational & societal impact, and we take that very seriously. We are agile, fast-paced, evolving, and determined to make a difference.

The students, parents, and educators Alma serves come from every walk of life: they attend public, private, and charter schools in cities, suburbs, and rural areas. Our users include English language learners, people with disabilities, gender minorities, families experiencing housing instability, and students who will be the first in their families to go to college.

It is fundamental to Alma's mission that we continue to build a team with diverse lived experiences and perspectives to anticipate better and serve all students' needs. To that end, we hire for culture add over culture fit and strive to create an environment where all team members voices are heard and welcomed. In addition, we are committed to maintaining a workplace where people can be themselves each day.

All Alma team members receive health benefits, a retirement account, significant paid time off and holidays, and a competitive base salary.

A Note to Applicants:
Studies have shown that people from historically underestimated groups are less likely to apply for jobs unless they believe they meet every one of the qualifications described in a job description. We know from experience and past hires that the best person for this role will likely only check some boxes listed here. We encourage you to apply, even if you don't believe you meet all the qualifications described.

Alma Technologies is an Equal Opportunity Employer. We evaluate qualified applicants regardless of race, color, religion, sex, national origin, disability, veteran status, and other protected characteristics.

To Apply:
Please send a cover email and resume to careers@getalma.com. In your cover email, please point us to some piece of media (article, book, video, tweet, podcast, etc.) that has shaped how you think about your work in customer service or education and how it's changed your approach to the job.

Reference checks will be part of your application process but do not need to be provided upfront.