

Scheduling Specialist

The Opportunity

Alma is a K-12 Student Information System (SIS) that empowers educators to work more effectively through time savings, data insights, and community connection between home and school.

Our SIS balances user needs, educational best practices, and state/government compliance requirements. We are looking for a Scheduling Specialist energized by a mission-driven environment, using technology, and passionate about empowering educators. Ideal candidates are proactive problem solvers and clear communicators.

This position can be from our headquarters in Portland, Oregon, or remote. You'll be part of a distributed team operating across the Pacific, Mountain, Central, and Eastern time zones.

Responsibilities

As a Scheduling Specialist with Alma, you will be involved in every aspect of the timetabling process. You will work directly with schools to facilitate and coordinate

At Alma, the key responsibilities are:

- **Customer Ownership:** act as the main point of contact for customers using our scheduling solution, Edval, with questions, requests, or troubleshooting problems.
- **Customer Communication:** Facilitate customer meetings to determine a scheduling timeline that meets customer deadlines, and meeting cadence based on customer history, and determine which resources and steps are required to fulfill all scheduling requirements.
- **Customer Collaboration:** Develop and maintain an understanding of the school/district's timetabling needs and the requirements involved, working in constant collaboration to embed good practice.
- **Edval Coordination:** Coordinate API creation, submission, and sending files to Edval for licensing.
- **Conflict Resolution:** Undertake a proactive role in resolving timetabling issues or conflicting requirements, including leading and guiding schools into best practices.
- **Facilitate Schedule Import:** Oversee and complete the final import of the schedule.

- Sales partnership: Demo our scheduling solution with Edval to sales prospects when needed.
- Customer Training: Maintain training documentation and facilitate scheduling training with current customers.
- 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.

Supervisory Responsibilities

- None

Qualities / Experiences We Are Looking For

- Strong Communication skills, both oral and written
- Analytical mindset with the ability to solve complex issues.
- Detail-oriented; strong organizational and time management skills
- Fluent in Excel
- 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 (Windows/PC, Google, Slack, JIRA, Intercom, etc.)
- Openness and willingness to learn
- A passion for interacting with customers and building the Alma community

Education and Experience

- A Bachelor's degree or equivalent work experience
- Experience in K-12 setting

Bonus Qualifications

- Previous experience at a start-up or in EdTech
- Previous experience building schedules for American schools
- Previous experience working in Edval

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer
- Must be able to lift 15 pounds at times

How We Work:

When working as a Scheduling Specialist at Alma, you will:

- Work with a distributed team across Pacific, Mountain, and Central time zones.
- Collaborate with customer engagement specialists, customer success managers, reporting analysts, managers, and others via email, documents, Slack, and frequent video calls.
- Join daily standups, weekly team and 1:1 meetings, monthly company all-hands, and as-needed project-specific meetings.
- Interview customers via Intercom daily and videoconference weekly (except maybe when they're on summer vacation)

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: 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 attend college.

It is fundamental to Alma's mission to continue building 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 not check every box 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 as a scheduling specialist, timetable master, or educator 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.



www.getalma.com