

vsbl Client Success Manager

Full-Time, Washington, DC (Preferred, but can be remote)

Typical Range: \$55,000- \$65,000

About the Education Design Lab

The Education Design Lab (Lab) is a national nonprofit that designs, tests, and implements unique education models and credentials that address the rapidly changing economy and emerging technology opportunities. The Lab demonstrates where technology, rigor, and design can improve opportunities for historically underinvested learners to achieve equitable futures.

The Lab is unlike other organizations in the nonprofit education space. We are boundary-spanners and work across disciplines and alongside schools, employers, entrepreneurs, government, foundations, nonprofits, and innovators. We are known for our work on the ground and have significant experience managing national and local learning cohorts, working with organizations such as The Lumina Foundation, the Michael & Susan Dell Foundation, the Gates Foundation, the United Negro College Fund (UNCF), Walmart, American Council on Education, and the ECMC Foundation. To learn more about the work we do and what we care about, visit www.eddesignlab.org, and follow on Twitter [@eddesignlab](https://twitter.com/eddesignlab).

About Vsbl

vsbl (Verifiable Stackable Bits of Learning) is a comprehensive online learning experience for employers, institutions, and learners to make learning visible. As a [Lab platform](#), vsbl serves as a learning management system, communications tool, resource library, and cyber storefront for the delivery and management of Lab products. Piloted in 2020 and fully launched to market in 2021, vsbl has been leveraged to support the deployment of the 21st century skills digital micro-credentials.

About the Role

The vsbl Success Manager is a critical team member on the vsbl/Micro-credentials team. This role reports directly to the Senior Director, Skills and Data Ecosystem and is responsible for working directly with institutional/organizational partners to support the vsbl product. The role is responsible for both the sales and support cycles including generating product leads, responding to interest, cultivating opportunities, supporting product implementation and improvements, technical support, and data gathering on product impact.

Job Responsibilities Include:

- 1. Manage relationships with institutional/organizational partners and work collaboratively with them to gather vsbl data from partners as proof points of success.**

- a. Create process (e.g., Google Forms), automate when possible, and timeline for gathering quantitative and qualitative data
- b. Conduct outreach with partner to gather user stories
- c. Prepare reports to be shared with microcredential and Lab senior teams
- 2. Help shape and tell the story of the impact of vsbl**
 - a. Create and contribute to the development of assets for the Lab to use in various settings (e.g., PPT slides, a blurb in an email, an announcement in the Innovator Network)
 - b. Lead the creative charge on vsbl storytelling via social media and help us consider other ways to tell the story
- 3. Craft a sustainable sales approach to grow and expand the market for vsbl.**
 - a. Develop marketing ideas, assets, and be the point person on our communication strategy for vsbl
 - b. Utilize Salesforce as a tool for tracking leads + opportunities
 - c. Utilize Salesforce to establish automated processes to support the sales cycle
- 4. Contribute to the continued development of the vsbl platform**
 - a. Identify methods + tools to improve the vsbl UX for learners + learning providers
 - b. Develop timeline and monitor ongoing improvement of the content of our eight 21st century skill badges
 - c. Identify strategies to help us maintain our “best in class” position
- 5. Lead the design of the Lab’s model for partner success**
 - a. Create a list of jobs to be done, competencies needed and keep close track of the effort associated with supporting new partners/clients on vsbl
 - b. Contribute to the facilitator training sessions as a facilitator and guide
 - c. Provide ongoing troubleshooting and customer support for vsbl clients
- 6. Additional responsibilities include:**
 - a. Organize, create agendas for and, in some cases, facilitate Zoom meetings and/or webinars with our institutional partners across the micro-credentialing projects
 - b. Participate actively in weekly team meetings, Getvsbl + weekly Lab team meetings
 - c. Provide support to other micro-credential projects as needed by the team (e.g., helping with on the ground facilitation at an institutional partner, attending a conference with the team)
 - d. Provide support, as needed, to other Lab projects (beyond the micro-credentialing team)

Who You Are

Ideal candidates for this role will have a strong combination of the following skills and experiences:

- Strong aptitude for technical software products
- Administrative experience with a learning management system (LMS) or other learning tools

- Use of SalesForce or other relationship or client/partner-management software
- Strong oral and written communication skills; ability to communicate ideas and information with clarity and precision
- Comfort and experience with presenting, marketing and customer communication processes
- Ability to providing direct technical support client and partners
- Exercise initiative to identify and proactively respond to client needs and ability to adapt and apply feedback
- Empathy - ability to foster strong working relationships through active listening, ability to incorporate diverse thinking, creating safe environments for teams and clients
- Familiarity with higher education institutions, preferably the operational side of US-based colleges
- Comfort and experience with Google Workspace tools such as GMail, Docs, Sheets, Slides, Calendar, and Drive or similar tool
- Able and willing to travel up to 10% (The frequency will vary according to mix of projects.)
- Comfortable with virtual work environments and tools such as Slack, Zoom or similar tools

Note: Due to the COVID-19 pandemic, the Lab is currently operating in a hybrid-work environment where team members are working remotely from their home offices. DC-based employees have the option to work at our DC-based offices, in accordance with the office policy which is updated regularly with COVID-19 restrictions to prioritize the health and safety of our team members. Similarly, Lab staff are traveling as needed in accordance with our travel policy to ensure safety and comfort.

Data show that women and BIPOC candidates more frequently do not apply to a job because they don't feel that they meet all of the qualifications listed. Our job descriptions are general overviews, not a mandatory comprehensive list. If you feel passionate about our efforts and believe that you have the skills to succeed in this role, we want to hear from you!

We encourage all interested persons including Black people, Latinx people, indigenous people, people of color, first generation graduates, people with disabilities, members of the LGBTQIA community, veterans, and people with experience with community colleges and with learners who have long been under invested in to consider submitting an application for this role if they meet the majority of the qualifications listed.

Application Instructions

To apply, please submit a cover letter and resume using our [form here](#) by November 12, 2021. Be sure to include your skills with specific technology platforms and/or systems. Applicants will be reviewed on a rolling basis.

Equal Opportunity Employer

The Education Design Lab is an equal opportunity employer; applicants are considered for all roles without regard to race, color, religious creed, sex, national origin, citizenship status, age, physical or mental disability, sexual orientation, marital, parental, veteran or military status, unfavorable military discharge, or any other status protected by applicable federal, state or local law.