



Job Title: Operations Associate - Print Testing Coordinator (FT)

Location: Annapolis, MD (Hybrid with required in-person days - up to 5 days per week seasonally)

Reports To: School Operations Manager

Responsibilities

- Work with school administrators on test orders, registrations, preparations to test, test delivery, and scoring print exams.
- Provide troubleshooting and technical assistance to customers via live chat, phones, and email correspondence.
- Respond to and manage customer service tickets in Hubspot CRM.
- Provide direct school and tester support via online chat and phones.
- Complete tasks as assigned to assist with test delivery, customer communication, registration management, and record keeping.
- Manage the processing of print test scoring and record management.
- Schedule and train contractors to facilitate the print test scoring process.
- Other duties as assigned.

Requirements

- Ability to provide direct customer service via phone, live chat, and email.
- Excellent communication skills, both written and oral.
- Excellent time management skills, with the ability to prioritize projects and work in a fast paced environment.
- Courteous, personable, level-headed, patient, and detail-oriented.
- Aptitude for technology, including spreadsheets, software applications, and customer service management systems.
- At least 1 or 2 years of experience in a customer facing role or working with schools is preferred.
- Experience with or affinity for classical education, great books, or assessments is a plus.
- Demonstrates CLT's Core Values: Anchored, Humane, and Passionate
- B.A. or equivalent.