



JOB DESCRIPTION: eSOLUTIONS SPECIALIST

DEPARTMENT:	FLVS Global	REPORTS TO:	Senior Manager, Products and Services
JOB CLASS:	Specialist	PAY GRADE:	18
EXEMPT STATUS:	Exempt	DATE:	07/17/2012

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

Specializing in sales support and product implementation, the eSolutions Specialist works within the FLVS Global Department to provide direct external customer demonstration, support, training, and consultation to clients. The eSolutions Specialist serves as the expert on FLVS products, courses and systems, both during and after the sales process, and is responsible for post-sale customer satisfaction and other defined performance objectives. The eSolutions Specialist anticipates, investigates and fulfills customer's needs with creativity and enthusiasm.

ESSENTIAL POSITION FUNCTIONS:

- Remain up to date on the trends, standards and areas of compliance in online learning and utilize information to maintain a competitive edge in providing exceptional client support
- Contribute to the annual revenue goal through client retention and marketing efforts of additional FLVS products and services to customers
- Support the FLVS Channel Partners and Account Managers with product demonstrations, client trainings, or other consultation as directed
- Provide on-going support for Channel Partners and Account Managers during all phases of the sales process
- Actively engage with clients for full-scale implementation of FLVS Global products, including welcome calls, training, follow-up, troubleshooting, and support, aimed at customer satisfaction and student success
- On behalf of Global team, liaise with other internal departments to coordinate needed FLVS customer support
- Attend and present at conferences and trade shows
- Support the roll out of new product offerings and solutions offered by FLVS Global
- Develop and deliver face-to-face client trainings, including coordination with Channel Partners, Account Managers, and clients
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:

Education/Licensure/Certification:

- Bachelor’s Degree, preferably with a focus in Education

Experience:

- Three years’ experience in education, online/distance learning instruction, or experience in customer service, preferably in sales support, product implementation, online course/product development, or any relevant combination
- Experience utilizing FLVS courses, products, systems and processes, preferred

Knowledge, abilities and skills:

- Knowledge of the virtual education marketplace and distance learning best practices
- Familiarity with curriculum, standards, best practices for teaching and learning, and educational systems and structure
- Knowledge of Microsoft Office Suite
- Excellent written and verbal communication skills, specifically phone-based conversations
- Excellent interpersonal skills, including the conveyance of a dynamic, engaging and charismatic personality
- Strong presentation skills, including the ability to speak to key decision-makers with confidence and influence
- Strong research and organizational skills
- Demonstrated ability to build rapport and establish professional relationships with customers and other stakeholders
- Ability to function in a team-centric atmosphere with a make-it-happen attitude
- Ability to work with and through people to establish goals, objectives, and action plans
- Ability to work independently with minimal supervision
- Ability to work in a fast-paced and deadline-driven environment

CORE COMPETENCIES FOR SUCCESS:

<p style="text-align: center;">COMMUNICATION SKILLS</p> <p><i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i></p>	<p style="text-align: center;">CUSTOMER FOCUS</p> <p><i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>
<p style="text-align: center;">INTERPERSONAL SKILLS</p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all</i></p>	<p style="text-align: center;">FUNCTIONAL /TECHNICAL EXPERTISE</p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i></p>

<i>levels and positions; Takes the initiative to get to know internal and external customers</i>	
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INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

<p>PEER RELATIONSHIPS <i>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal “noise”; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</i></p>	<p>CREATIVITY <i>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially “fail fast”</i></p>
<p>SELF KNOWLEDGE <i>Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn’t defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions</i></p>	<p>PLANNING <i>Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results</i></p>
<p>ORGANIZING <i>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</i></p>	<p>PROBLEM SOLVING <i>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn’t stop at the first answers</i></p>
<p>DRIVE FOR RESULTS <i>Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals</i></p>	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Remote
- Frequency of travel: Up to 25% travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.