Position: Customer Service Representative  
Job Type: Part-Time (Friday afternoons and Saturdays during the school year)  
Location: New York City Region

ABOUT PowerMyLearning

At PowerMyLearning, we believe that students are most successful when supported by a triangle of strong learning relationships between students, teachers, and families. We partner with schools and districts nationwide to transform teaching and family engagement through innovative coaching and workshops, and through our award-winning digital platform, PowerMyLearning Connect. As a non-profit, PowerMyLearning is especially committed to students from low-income communities, students with learning differences, and English Language Learners. Learn more by visiting powermylearning.org.

POSITION DESCRIPTION

PowerMyLearning’s Customer Service Representatives (CSRs) work to ensure that families attending PowerMyLearning’s Family Learning Workshops are keeping pace with the training curriculum and are engaged in the workshop. They are responsible for supporting the Family Trainers who lead a workshop for families on how to effectively use their PowerMyLearning Home Learning Center to strengthen core academic skills. The focus of the training is on helping parents feel more empowered to help their children do better in school.

This position requires work on Friday and Saturday. The time commitment on Fridays will vary depending on the school, but will average four hours from approximately 1pm-5pm. Saturdays are approximately eight hours (8:30am – 5:00pm), including a 30 minute unpaid lunch. PowerMyLearning partner schools are located in New York City (all boroughs) and locations will vary throughout the school year. This position reports to the Senior Program Manager, Family Engagement on the New York City team.

RESPONSIBILITIES

- Work with the New York City regional team to implement a fun, engaging and high energy workshop
- Set-up of classrooms at partner schools on Friday afternoons, including preparing classrooms with the appropriate amount of desks and chairs, running electrical cables, setting up computers, monitors and peripherals, etc.
- Provide excellent customer service to PowerMyLearning’s families and schools
- Provide classroom support to PowerMyLearning Family Trainers by encouraging families to fully engage and participate in the workshop as well as answering questions that families may have
- Provide minor troubleshooting with non-computer equipment in the classrooms
• Assist with the breakdown of classrooms (including moving desks and chairs) and packing away equipment at the completion of a Saturday Family Learning Workshop
• Assist with the security and safety of PowerMyLearning’s computer equipment at the Family Learning Workshops
• Coordinate with PowerMyLearning’s Program Manager and Coordinator, Family Trainers and Registration Coordinators
• Other duties as necessary

CANDIDATE QUALIFICATIONS

Required:
• High School Diploma or GED
• Bilingual Spanish/English or other language
• Passion for PowerMyLearning’s mission
• Strong customer service skills
• Proficient computer skills
• Ability to communicate clearly and accurately
• Enjoys working with families and students
• Strong problem-solver
• Team player who is also capable of working independently or with minimal oversight
• Able to lift a minimum of 30 lbs.
• Availability on Friday afternoons and Saturdays

COMPENSATION AND BENEFITS

• $15 per hour
• Compensation does not include the cost of transportation
• Lunch provided during all workshops

TO APPLY

Qualified candidates can apply by visiting https://powermylearning.applicantpro.com/jobs/. You will need to submit a resume and thoughtful cover letter (outlining how your skills and experience meet the qualifications of the position, and how you heard about this opportunity).

Applications will be reviewed on a rolling basis.

*PowerMyLearning is an equal opportunity employer. PowerMyLearning strives to practice and champion inclusiveness in our communities, and we aim to honor the diverse strengths, needs, voices, and backgrounds of all members of our communities. Candidates from traditionally marginalized communities are especially encouraged to apply.*