



Now Recruiting:
School Liaison and Site Administrator Trainer

(may start at part-time, with potential for full-time in the next 12 months)

Mastery Portfolio (MP) is an educational technology and consulting company founded by teachers and devoted to catalyzing the revolution from traditional grading and assessment to a more innovative and feedback-driven, mastery-based system. MP walks hand-in-hand with schools, using techniques and resources supported by research and aligned with current best practices in teaching and school leadership. The company's mission is to provide schools with beautiful solutions that motivate, calm, and empower students and teachers alike on their path to proficiency and mastery. Mastery Portfolio provides team-based professional development experiences to help schools along the path of innovation and implementation.

Mastery Portfolio seeks a mission-driven, dynamic, passionate, and empathetic School Liaison and Site Administrator Trainer to be the technical support for a cadre of schools using the tools of Mastery Portfolio to full implementation. Competitive candidates will demonstrate their ability to quickly learn and implement effective language that tells the story of the mastery classroom, as well as listen deeply to the needs of individual schools and design messaging that is responsive to those needs. Mastery Portfolio is a fully remote company, and therefore we do most if not all of our professional learning online with schools. The candidate must have access to reliable internet.

School Liaison Responsibilities

- Being the first line of communication with up to 28 schools (full time) or 14 schools (part time), getting to know the site administrator and understand their technology needs around using the MasteryBook as well as their comfort with technology in general.
- Collaborating with Mastery Coaches, Software Developers and Mastery Portfolio management, sharing feedback heard in the field in order to drive the design and implementation of new features and/or practices to move our products and education forward.
- Utilize TheMasteryBook.com to create and customize school accounts as part of the onboarding process for new clients, as well as to report bugs or technical issues.
- Triage issues as they come into the MasteryBook.
- Be an expert in using the MasteryBook, so you can support schools using the MasteryBook, particularly the technical functions.
- Track usage of the MasteryBook for associated schools.
- Train the site administrator to triage common issues that come up with the software and teach them to use the Service Desk in the app to track issues they can't resolve themselves.

Work Hours and Benefits

- High level of flexibility due to our status as a remote company with members spanning 13 time zones.
- School Liaisons make every effort to accommodate school's requested meeting and professional development dates and times, as the academic calendar our schools operate under is not more rigid than our company's schedules.
- School Liaisons are expected to put schools' needs first, and reschedule internal meetings or deadlines accordingly, appropriately, and with sufficient communication.

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- We believe employee autonomy motivates individuals to achieve challenging and ambitious goals, so candidates who don't thrive in roles where they structure their own hours and deadlines will not be a good fit.
- We strive to establish effective lines of communication among our teammates to ensure everyone can benefit from a healthy work-life balance by choosing their own hours and schedule.
- Base salary, commission, and benefits, including equity-based compensation, are negotiable and commensurate with demonstrated effectively in the role.
- Performance-based raises are available pending employee review. Reviews are not annual but rather as frequently or infrequently as the supervisor and employee decide upon in order to make sure that the employee has sufficient feedback to grow and is adequately compensated for their work.

Qualifications/Skills

- Ability to work from home and set own schedule, priorities, and work autonomously
- Full-time preferred, but may be part-time depending on needs of the candidate and match with schools
- Comfort with and established social media networks a plus
- Proficiency or willingness to quickly learn Zoom, Google suite, and the MasteryBook
- Clear, concise, inspiring, and specific in spoken and written communications
- Experience implementing or at least strong belief in a standards-based grading
- Ability to design and recommend a visionary professional development program for a school
- Strong problem-solving skills
- Empathetic listening skills and demonstrated cultural competency

Education and Experience

While we seek an experienced salesperson, we have no minimum requirements for education or work experience. Ultimately, we believe the right person is more important than the most impressive resume. A passion about our mission and an ability to analyze problems and solve them creatively simply can't be taught through on-the-job training, and these are the characteristics we value most.

To Apply:

Please send your current resume and a cover letter describing why you are a good fit for this opportunity and something about your experience with education, either as a student, parent, or teacher, to Starr Sackstein at starr@masteryportfolio.com. Kindly format your attachments as follows: "School Liaison, Last, First - Resume" and "School Liaison, Last, First - Cover Letter." For more information about our work and mission, or to book a call to learn more about the position, please refer to our blog and informational pages at www.masteryportfolio.com