



Building brains through early talk

Customer Implementation and Success Coordinator

[LENA](#) is a game-changer in early childhood. We partner with communities to support their work with families and early childhood teachers. At LENA, we have a vision that every child will enter kindergarten ready and in order to be ready, we leverage innovative technology combined with program curriculum to accelerate language development and school readiness. Our [programs](#) serve parents and early childhood teachers as they prepare their children to succeed in school and in life. LENA is at an exciting point in its history. In 2018, we're on track to serve more than 6,000 families across 50 different communities, well on our way to serving more than 100,000 families a year by 2023. Do you have tactical skills and want to make a difference? Do you believe in leveraging your experience for social good? Then this is the job for you!

LENA is looking for a talented **Customer Implementation and Success Coordinator**. You will serve as an ambassador of our work and be directly responsible to ensure we deliver our programs with excellence, efficiency, and effectiveness. You will join a team focused on helping LENA increase its reach and broaden its impact. We succeed only when our partners succeed, and the Customer Implementation and Success Coordinator is integral to this equation. This role supports our programs: LENA Grow, for early childhood teachers; and LENA Start and LENA Home, for parents.

What the CISC will do:

Serve as a key player in implementation, training, and ongoing support of LENA programs

- Develop trusting relationships with customers/partners and maintain those throughout their lifecycle
- Establish a thorough understanding of a customer's organization, culture, opportunities and barriers, and then create the plans to navigate through these to a successful implementation
- Serve as the point person for customers by being the all-around LENA champion and having a true passion for helping others with all things LENA
- Schedule and conduct trainings, regular check-ins, site observations, and fidelity evaluations either on-site or remote, travelling to sites as necessary
- Guide customers in data interpretation and analysis, spearheading regular data reviews to help customers understand their performance and improve their program
- Compile monthly newsletters, weekly site updates, manage inventory/materials, and gather data for site comparisons and other reports

Support continuous improvement and development of LENA programs

- Support the design and roll out of new trainings, curriculum modules, support systems, and other materials
- Gather and synthesize feedback and insights from customers
- Partner with other teams at LENA to improve delivery, content, messaging, and the LENA Online platform

To be successful in this role, you will need to:

- Display sound judgement and exceptional interpersonal skills including authentic communication and listening
- Approach your work solution-focused: people would describe you as a doer who figures it out
- Demonstrate an affinity for compiling data to assess trends and inform decisions
- Approach life with a planning and project manager mentality, while also being comfortable with ambiguity and navigating new situations
- Have a technology bent: know it, love it

- Thrive in a fast-paced environment and juggle multiple priorities simultaneously
- Embrace LENA's mission, vision, and values

Qualifications:

- Bachelor's degree plus a minimum of 3 years' relevant experience
- Diversity of work experience in both for-profit and nonprofit organizations is highly desired
- Bilingual (Spanish/English), a plus
- Experience in ed tech, a plus
- Willingness to travel, as needed, to support site implementations

Working at LENA

We hire and develop great people, giving them space to flourish. We maintain high expectations to help team members grow personally and professionally. In return, our team delivers high-quality work that increases our ability to partner with, and deepen the impact of, best-in-class organizations that are committed to children, families, and early childhood teachers. We live by these core values:

- *Proactive through data:* We value data and pursue it to reveal truths and inform our decisions.
- *Get it in the iron:* We're entrepreneurial risk takers who are okay operating with incomplete information: Let's find out if we're right and then change course when we're not.
- *It's more than just technology:* We believe in technology, but not for its own sake; the magic is in blending of technology, people, and the right setting. Real change only happens through people.
- *Persevere to simple:* We try to make things simple no matter how difficult that is.
- *High standards, low egos:* We're all competent, thoughtful members of the team and produce at consistently high levels. We don't take ourselves too seriously. It ain't all about me.

Compensation: We offer a competitive salary commensurate with experience. We offer a full suite of benefits including health insurance, a matching 401(k), and generous paid time off.

If you're ready to roll up your sleeves, join our team, and change the world, please submit a cover letter highlighting your experience and a resume to HR@lena.org in a single PDF (LENA does not accept word documents at this email address). To learn more visit us at www.lena.org/joinourteam.

EOE/M/F/D/V