Opening for E-Rate[1] Contributor - Operations Team Member
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Learningtech.org [The Miller Institute for Learning with Technology] is a 501(c)(3) nonprofit corporation that helps people use technology more effectively for learning. We help schools and libraries apply for government funding, assist them with technology planning, support their information technology and provide technology-related workshops. We currently have an opening for an **E-Rate Contributor – an Operations Team Member**. Our modest but growing team of E-Rate consultants needs individuals with knowledge of the Schools and Libraries E-Rate program (http://www.usac.org/sl/default.aspx) or those who are eager to learn this process. The successful applicant will play a key role in ensuring both that our team performs effectively and that our clients consistently receive outstanding service. Working under the supervision of the VP of E-Rate and Tech Plans, who is based in San Diego, and in coordination with our team members based in primarily in the San Francisco Bay area, this individual will perform a variety of functions as described in Duties below. To thrive in this role, he or she will need to be highly reliable, organized and efficient; enjoy variety and challenge; work independently and communicate well. Training will be provided.

Duties
Support E-Rate Primary contributors, performing specific procedures, which include but are not limited to:
- Gather, file (consistent with company protocols) and enter data into funding program web forms
- Prepare and customize standard letters and documents
- Interact with clients by phone, email, video meetings to obtain documents and share records to be retained by clients
- Draft correspondence and reports
- Manage client and vendor contact information
- Enter, retrieve and track mission-critical forms and data using online database systems
- Comply with internal policies/procedures for QA checklists, file and folder naming conventions, document filing and retention, timely response to communications, and internal accounting procedures
- Perform internal QA on other teammates' work
- Other duties as needed, including occasional travel

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[1] The "E-Rate" program provides discounts to assist most schools and libraries in the United States to obtain affordable telecommunications and Internet access. It is one of four support programs funded through a Universal Service fee charged to companies that provide interstate and/or international telecommunications services. E-Rate is administered by the Schools and Libraries Division [SLD] of the Universal Service Administrative Company [USAC] under the direction of the Federal Communications Commission [FCC].

Hours
- At least 20 hours per week, possibly up to full time based on demand and interest
- Work at home except for occasional on-site meetings; some option for flex time
- More hours may be required during the annual filing "window" (typically December – March)

Minimum Qualifications
- Eligible to Work in the United States of America (birth certificate, passport, I9)
- Department of Justice and Federal Bureau of Investigation background checks are required every few years, due to involvement with K-12 schools (at our cost)
- Speak and write English fluently, including excellent grammar and clear pronunciation
- High School Diploma or G.E.D. (3.0 GPA or better)
- At least two years experience in an office setting requiring daily computer use
- Ability to work independently (with own computer and Internet access) and function in both formal and informal settings; opportunity to work from home with flexible hours
- Ability to work cooperatively on a team, both in person and via telepresence
- Ability and willingness to function effectively under deadline stress with low absenteeism
- Proficient computer skills:
  - Microsoft Office Suite (Word, Excel, PowerPoint)
  - Email, Web, Acrobat
  - Google Drive and/or Dropbox
- Three responsive work-related references
- Indisputable integrity
- Other essential attributes: intelligent; eager to learn; resourceful; tenacious; willing to ask questions when unsure; well-organized; efficient; self-motivated; customer service oriented; courteous; able to balance priorities, multi-task and work on cross-functional teams; committed to making the world a better place

Helpful Additional Qualifications
- Associates Degree or better, or additional higher education coursework
- Schedule flexibility, to help in meeting occasional deadlines
- Specific experience working in K-12 education or libraries
- Fluent written and spoken Spanish skills
- Experience with the Schools and Libraries E-Rate program (http://www.usac.org/sl/default.aspx).

Compensation
- Compensation will take into consideration education, other credentials, work experience, recent employment/compensation history and nonprofit nature of Learningtech.org
- Daily posting of hours to our timesheet system is required for payroll, whether offered as an hourly or salaried position
- Payroll is issued on alternate Fridays for work done through the previous payday
- Essential software and cellular service provided

How to Apply

- Please visit our website at www.learningtech.org to learn more about our company
- Please email resume to hiring@learningtech.org; please include telephone number
- Please also provide:
    - Recent compensation history
    - Sample written work (business letter, essay, story or article)
    - Educational transcripts, diplomas or certificates earned (copies OK)
    - Names, email addresses and telephone numbers for three strong professional references
- Please do not call; we will promptly acknowledge receipt of your inquiry
- We will call or email you to arrange a live interview if there is mutual interest
- Recruiter contacts are NOT welcome! We do **not** pay "Finders Fees" or commissions