Concept Coach

Our Company:
Edgenuity provides engaging online and blended learning education solutions that propel success for every student, empower every teacher to deliver more effective instruction, and enable schools and districts to meet their academic goals. Edgenuity delivers a range of Core Curriculum, AP®, Elective, Career and Technical Education (CTE), and Credit Recovery courses aligned to the rigor and high expectations of state, Common Core and iNACOL standards and designed to inspire life-long learning.

The Role:
The Concept Coach position is responsible for assisting students academically with concept comprehension through live chat, phone, email, and virtual conferencing technology. This position uses both reactive assistance on-demand and proactive outreach to our student population through phone, email, chat, and more.

Responsibilities:
- Conducts 1-on-1 tutoring sessions through web conferencing, chat, phone, email, and virtual white board technologies both on-demand and using proactive outreach.
- Provides additional instruction and direction to assist in academic success; communicates study skills best practices to facilitate self-directed learning.
- Orients students to their coursework and communicates course and school requirements (via chat, phone, e-mail and web conferencing systems).
- Reviews student's e-notes, online content answers, journals, and practice/homework activities to verify concept mastery.
- Communicates with parents, school administrators, and associated partnering clients as needed.
- Performs other duties upon request (cross-training, process improvement, additional support for students, etc.)

Qualifications:
- Highly motivated with excellent verbal and written communication, presentation and problem solving skills.
- Able to think outside the box: creatively assist learners with conceptual understanding.
- Self-starter with strong organizational and time management skills, self-directed and able to handle multiple priorities with demanding timeframes.
- Ability to work collaboratively with colleagues and staff to create a high-quality results-driven, team oriented environment.
- Willingness and ability to work flexible hours.
- Proficient in Microsoft Word, Excel, PowerPoint, Outlook, online video chat and database software.
- Ability to provide a current Fingerprint Clearance Card or provide proof of application within 7 days (upon hire).

Education and Experience:
- Associate’s or Bachelor’s degree in related field preferred.
- Demonstrated proficiency in one or more of the following subject areas: Social Studies, English/Language Arts, Mathematics, and Science.
**Physical Demands and Work Environments:**

- Regularly sit, stand, walk, reach, and use hands to handle, feel and operate computers and other office equipment.
- Work environment is in an office with moderate noise and no exposure to environmental elements.
- Occasionally lifts or exerts force up to 15 lbs.

Edgenuity is an EEO Employer.