



Gaia Education People Care Coordinator

Gaia Education is a leading provider of sustainability education that promotes thriving communities within planetary boundaries. Drawing from the experience and expertise of a network of some of the most successful transition settings, ecovillages, and community projects across Earth, Gaia Education works in 50 countries with over 110 partners, including intergovernmental agencies, academic institutions, ethical businesses and the United Nations, in the creation of educational programmes for the implementation of major international sustainability conventions. GE is an influential and ambitious organisation looking to consolidate and grow, and it is therefore creating a number of new permanent and full time posts.

This is a strategic customer success role that requires an air of confidence and a proactive rather than a reactionary approach. Working in close collaboration with other members of the team, you will be able to transform your drive, creativity, and passion for sustainability into excellent customer service and care for individuals, converting interest into engagement and engagement into transformative activity.

Responsibilities

- Communication with all Gaia Education students/ prospective students about courses, products, and other inquiries (20,000 existing students);
- Manage, adapt and develop the systems and processes which will sustain effective relationships with GE's existing and prospective students around the world.
- Management of sales pipeline and conversion of inquiries into sales;
- Management of the mailing list to communicate new courses to old/ prospect students;
- Students' enrollment in online and face-to-face courses;
- Material and Moodle's platform check to onboard online students (in collaboration with academic coordinators);
- Constant follow up with IT/ academic coordinator about platform, content, and students' matters during online courses;
- Establishment of a routine to manage e-learning and face-to-face courses' budgets in terms of revenues and costs;
- Development of appropriate course evaluation, data collection, and data analysis for all face-to-face and e-learning courses;
- Constant follow up with marketing team and academic coordinators about data collected from students from all face-to-face and e-learning courses;
- Manage Gaia Education Certification process
- Prepare and post course letters of completion to students.

Requirements

Education and experience

- Bachelor's degree in related field or equivalent experience (a Master's degree is a plus);



- 6+ years professional experience in sales, customer success, project management or related field with a proven track record of success;
- Background in education, start-ups, and e-learning as a differential.

Skills

- Customer Success - Genuine care about people and ability to help others to achieve their goals.
- Experience of working in a customer service environment and ability to convert inquiries into sales. The experience as an online learner or having supported online learners is a definite plus.
- Excellent communication, intercultural, and interpersonal relationship skills - Excellent written and oral communication skills, with a high level of accuracy and attention to detail.
- Experience in intercultural roles is a plus since this is an international role that requires a lot of cultural sensitivity.
- Good organisational and time management skills - Professional competence, deadlines commitment and results driven. Evidence of effective project management experiences and track-record is recommended.
- Advanced Office package knowledge and ability to work with numbers - Excellent Excel and Office package knowledge is required as well as the ability to collect, gather, and analyze information from different sources. In addition to that, an ability to provide data for management and decision making processes is essential.
- Language - Professional fluency in oral and written English is required. Knowledge of Portuguese and/or Spanish is desirable.
- Capable of working alone and as part of a team - Proven ability to work effectively in teams motivated by professional rather than personal concerns, showing persistence when faced with ambiguity or challenges and remaining calm in stressful situations. Problem solving and solutions oriented is essential.
- Education for Sustainable Development - Genuine passion for ESD and movements such as the Global Ecovillage Permaculture and Transition Towns. Experience within these movements and/or Gaia Education is a definite plus.

People and planet savvy, you will be invited to think and act strategically to build relationships with current and prospective students from varying contexts across the globe. Join us!

This is a full-time position based in Edinburgh.

If you are interested in being involved in an organisation on the leading edge of education for sustainable development and the role of People Care Coordinator excites you, please send a cover letter, Curriculum Vitae to info@gaiaeducation.org by 23 May. Please make sure to indicate your current notice period.

Starting Salary: £21.600 per annum. Indicative starting date: 1 June 2019