



PEREGRINE

GLOBAL SERVICES

Summary

Position: Learner Engagement Specialist

Reports To: Business Operations Manager

Type of Employment: Contract

Grade Level:

Benefits:

Job Description: This role ensures that students receive timely and effective technical support outside of regular business hours. The job requires assisting with a variety of technical issues and questions regarding Peregrine's assessment and module services, while providing exceptional service and support to enhance the student experience.

Key Responsibilities

- Provide technical support to students during evenings, weekends, and holidays.
- Troubleshoot and resolve technical issues related to network connectivity, access retrieval, service re-entry, and other problems.
- Respond to support requests via phone and email in a timely and professional manner.
- Maintain accurate records of support requests and resolutions in the ticketing system.
- Offer guidance and support to students on the use of Peregrine's services, such as answering questions on why they are taking the exam or module.
- Work closely with the Business Operations Manager to ensure seamless handover of unresolved issues and maintain continuity of support.

Qualifications

- Experience with educational technology platforms (e.g., LMS, virtual classrooms).
- Experience of providing support to external clients (customer service).
- Strong communication and interpersonal skills.
- Ability to analyze problems and generate solutions.

Desired Competencies

- Creative thinking and problem-solving skills.
- Ability to work independently.

- High attention to detail and accuracy.
- Passion for learner success and customer support.

Work Environment/Physical Demands

- Remote – must have reliable internet access.
- Must be available to respond to support tickets during designated on-call hours.

Position Type

- Part-time.
- On-call, rotating schedule – after hours, weekends, and holidays.

Supervisory Responsibilities

- None

Travel

- None

Required Education and Experience

- No required education.
- Experience in customer service.

Preferred Education and Experience

- Associate's degree in Education, Business Administration, Management, or a related area.
- Experience in technical support.

Additional Eligibility Qualifications

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

This position description was approved 12/17/24
