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The Miller Institute for Learning with Technology

Opening for E-Rate¹ Contributor - Primary Client Interface

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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 – a Primary Client Interface representative**. 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>). 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 who work remotely from their homes, 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

Primary and alternate liaison with client schools or libraries, managing relationships and clients' E-Rate funding efforts across multiple funding years, guiding and educating clients through all steps, which include but are not limited to:

- Coordinate with Bookkeeping on client contract and payment status
- Verify administrative requirements are in place (e.g., portal, letters of agency, registration numbers/codes)
- Ascertain client application needs for current and future funding years
- Interact with clients by phone, email, video meetings to review status, discuss options, plan work
- Gather, file (consistent with company protocols), and enter data into funding program web forms
- Write and edit business correspondence and reports
- Prepare analyses of vendor proposals to assist clients with decision making
- Prepare cost/benefit analyses as appropriate to support client decisions
- Read, interpret and write contract terms and conditions for client-selected products/services
- Enter, retrieve and track mission-critical forms and data using online database systems

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].

- 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
- Ensure client-selected technology solutions are sound and cost-effective
- Follow-up on clients' funding requests from previous funding years to ensure that awarded services are implemented in a timely manner, discounts are realized and significant unused funds are returned to the program
- File all necessary and appropriate online FCC forms with supporting documentation based on client interaction and approval
- Manage compliant competitive bidding processes for clients
- Ensure strict compliance with USAC rules plus applicable Federal, state and local procurement regulations
- Interact with USAC/SLD on behalf of clients and their service providers
- Follow-up with clients, vendors and USAC to ensure that funding is optimally used
- Related tasks such as presentations, training, onsite surveys, audits
- Other duties as needed, including occasional travel

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 company's cost)
- Speak and write English fluently, including excellent grammar and clear pronunciation
- B.S., B.A. or equivalent with high GPA
- Prior experience with E-Rate program as Applicant, Service Provider or Consultant
- Ability to work independently (with own computer, software 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
- Technology Power User (or IT Professional)
 - Microsoft Office (Word, Excel, PowerPoint)
 - Email, web, Acrobat, Google Drive and/or Egnyte, etc.
 - Resourceful in learning new tools, searching the web, etc.
- Three responsive work-related references
- Indisputable integrity
- High intelligence (eagerness to learn new skills, resourcefulness in problem-solving, tenacious, willingness to ask questions when unsure)

- Schedule flexibility and dedication in the face of hard deadlines
- Efficient, resourceful, reliable, self-motivated, persistent and highly organized
- Courteous, poised, articulate, presentable and customer service oriented
- No entangling alliances with any potential bidders or vendors
- Willingness to travel occasionally
- Passion to make the world a better place by bringing modern educational technology to underserved schools and children

Helpful Additional Qualifications

- Additional experience supporting senior managers in a high-technology context
- Facility with both Windows and Macintosh operating systems
- Contracting and procurement experience
- Experience with E-Rate Selective Reviews, Audits and Appeals a significant plus
- M.S./M.A. (especially in an information technology or engineering field) or M.B.A.
- Additional computer skills (FileMaker Pro, basic HTML, art programs)
- Specific experience working in K-12 education or libraries
- Fluent written and spoken Spanish skills

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

How to Apply

- Please visit our website at www.learningtech.org to learn more about our company
- Please email resume to hire@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
 - Description of an E-Rate problem you have investigated or helped to solve
- 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

Learningtech.org embraces diversity and does not discriminate in hiring or advancement on the basis of gender, race, color, religion, age, national origin, disability, sexual orientation or any classification protected by law.