



Programs Specialist

Reports to Clinical Programs Manager

Apply at lingraphica.com/careers

Major Objectives, Responsibilities and Tactics:

The Programs Specialist is accountable for assisting in the day-to-day operations required to maintain the Virtual Connections (VC) Program. This position is also responsible for ensuring that Virtual Connections members and facilitators have a positive experience. The candidate position is responsible for helping to ensure the promotion and growth of the program.

Essential Duties & Responsibilities:

- Update VC LMS information weekly
- Respond to customer and facilitator email inquires
- Assist in the vetting and onboarding process of new VC facilitators
- Update VC metrics weekly
- Collaborate with the Clinical Programs Manager to create the monthly VC calendar
- Monitor the VC Slack Workspace for facilitator questions/concerns
- Monitor and post on VC social media accounts
- Ensure documentation of all customer interactions within the company CRM
- Help lead, plan and create materials for LG Device Users Group

Other Duties & Responsibilities:

- Relay information and customer feedback back to Clinical Program Manager
- Co-facilitate VC sessions when needed
- Collaborate with the LMS Manager
- Call VC attendees and regulars for outbound marketing activities
- Assist with other Marketing initiatives, programs, and activities, as needed
- Assist with the delivery of educational webinars

Skills & Competencies:

- Strong organization skills, workload flexibility and the ability to prioritize tasks
- Understand what it means to deliver a superior customer experience
- Strong phone and communication skills
- Strong social media skills
- Always maintain a calm and professional demeanor when dealing with happy/unhappy customers while on the phone
- Strong communication skills with both external customers and internal departments

Education & Certifications:

- High School diploma or G.E.D, required

Required Experience:

- Engagement or work experience with an aging population and/or disabled individuals
- Customer service experience
- Social media posting for a brand

Preferred Experience:

- Proficiency with HubSpot, Microsoft Excel/Word, Slack
- Experience with a Learning Management System (LMS)

Location:

- Open to local (Princeton, NJ) and remote applicants