

Course Administration and Learner Support Specialist (Contract)

(15 hours/week, 16–20 weeks; starting as early as May 2025)

Apply Here! (<https://forms.gle/LrK6N52tnQqaayu9>)

What We're Looking For (Role Overview)

We're looking for a people-centered contractor to support the delivery of high-quality online learning programs for working adult learners. This is a hands-on role that's ideal for someone who thrives on helping others succeed and knows how to foster engagement in a virtual learning environment.

As a **Course Administration & Learner Support Specialist**, you'll be a key point of connection between learners, faculty, and the program team. You'll monitor discussion forums, provide timely responses, track learner progress, and support live virtual sessions. If you're the kind of person who brings calm, clarity, and responsiveness to fast-moving learning environments, this role is for you.

This is a unique opportunity to be part of a **cutting-edge leadership development experience** designed to accelerate the growth of **emerging leaders**. These **fully online, cohort-based programs** combine **leading faculty, real-world action learning, and hands-on coaching** to equip rising leaders with the skills they need to thrive in high-stakes environments.

How You Will Create Impact (Key Responsibilities)

Learner Engagement & Support

- Monitor discussion forums and respond to learner questions or escalate as needed
- Send weekly communications to keep learners on track—nudges, updates, and reminders
- Track learner participation and flag engagement issues to the program team
- Surface learner feedback and friction points to help improve the experience

Live Session & Faculty Support

- Support live virtual sessions by managing logistics and providing light tech support
- Serve as a liaison between learners and facilitators to ensure smooth delivery
- Troubleshoot common issues and provide timely solutions during sessions

Community Moderation & Program Communication

- Foster a positive, professional tone in forums and cohort communications
- Encourage learner interaction and reinforce key learning moments
- Maintain clear records of communication and support actions taken

Who You Are (Ideal Profile)

- Empathetic and responsive, with a service mindset and strong communication skills
- Experienced in online learning environments, with comfort in forums, Zoom, and LMS platforms
- Able to manage multiple learner needs and prioritize issues in real-time
- Enjoys creating a supportive, engaging learner experience—especially for working adults
- Calm under pressure, especially during live sessions or peak engagement moments

Contract Details

- **Commitment:** 15 hours/week over 16–20 weeks, starting as early as May 2025
- **Format:** Fully remote, working with InStride’s enterprise learning team
- **Compensation:** Competitive hourly rate based on experience

If you love building seamless learning experiences and keeping things clean, clear, and learner-ready—we’d love to hear from you.

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At InStride, people are our purpose.

We believe that investing in people is the most powerful way to drive success—for individuals and organizations alike.

As a public benefit corporation, we partner with leading employers to unlock opportunities for their employees, providing access to top-tier education programs that align with their employees’ career goals and the company’s business goals.

Our mission goes beyond skill-building; we’re here to empower our partners’ employees to advance their careers, elevate their expertise, and achieve meaningful personal and professional growth.

No matter the team you’re on, our dedication to the success of our partners and their employees is what drives us. If you’re passionate about making a difference and driving educational and professional advancement, InStride is the place for you.

About InStride

InStride is a tech-enabled services company that is pioneering new approaches to workforce education solutions with a mission of driving meaningful social and business outcomes by unlocking access to life-changing education. In collaboration with quality academic institutions, we enable employers to provide career-aligned, debt-free education through a personalized, digital platform and a consultative service model. To learn more, visit: <https://www.instride.com/>