



Phone :
Web :

Job Summary

Vacancy :
Deadline : Oct 17, 2024
Published : Sep 17, 2024
Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

About 1Password:

We all have important information we need to manage, and protecting it should be easy. Over 150,000 businesses and millions of people log in to 1Password to unlock smart, simple access to everything they care about. Our vision is to create a safer, simpler digital future for everyone, and our culture values simplicity, honesty and a human-centric approach to solving problems. Come help us unlock peace of mind so everyone can stay safer online.

We're looking for an experienced and hands-on Community Learning Manager to join our Customer Engagement & Learning, Community team at 1Password. This role comes at an exciting time for 1Password, as we look to identify and implement a new customer LMS tool with reinvigorated programming. In this role, you will focus on our Customer Learning programs, including the strategy around content and engagement and delivering Customer training programs and certifications. You will create engaging and impactful educational courses and programs that will support customer product adoption, and forge pathways to share industry best practices with a variety of audiences.

The ideal candidate will have excellent organizational and communication skills with a customer centric mindset to foster positive interactions with customers and delight our members. They have experience with customer education and strategy, and are driven by supporting the growth and development of our community. They have experience taking complex topics and distilling them down to educate those with different levels of technical knowledge. They will be a team player and are able to work cross functionally to build out and fulfill programs and projects that meet the needs of our customer community to drive further engagement and impact on top company goals.

This is a remote opportunity within Canada and the US.

What you can expect:

- Manage the day-to-day operations of our customer learning program, including administration, reporting, and user support, proactively removing obstacles and solving any problems that can prevent the program from reaching its goals
- Develop and execute a customer learning strategy that enables our community to learn about our product including the creation of content that will be delivered in our Community Learning LMS
- Work with CX community leadership to develop, implement and report on metrics to assess program effectiveness, including customer feedback. Use program feedback to refine and enhance programs.
- Be a key stakeholder in our new vendor tool evaluation process and onboarding
- Build certification programs and pathways for 1Password B2B users to increase their understanding of our product and drive more value to their organizations
- Build and share reporting and analytics to show cross functional impact and ties to business value
- Act as the go to contact to work with internal teams (e.g GTM, Product, etc.) to align on priorities and the creation of customer learning initiatives
- Stay up to date on the latest research and best practices to inform strategy and programs

What we're looking for:

- 7+ years of experience building education programs using online learning systems (LMS) including 4+ years focused on customer education programs with a preference for experience in a technology/SaaS/start-up environment
- Strong written and verbal skills with the demonstrated ability to create internal and external communication
- Demonstrated ability to monitor and evaluate the success of programs, making necessary adjustments to meet evolving needs of customers
- Proven experience with creating instructional and certification programs
- Strong interpersonal skills with the demonstrated ability to work effectively with diverse teams, stakeholders, and customer bases
- Strong organizational and project management skills, with a proven ability to manage multiple priorities and programs simultaneously, ensuring all tasks are completed within the stipulated timelines

Bonus points for:

- Knowledge of learning and development models and principles, e.g. instructional design models (e.g. ADDIE) and techniques and adult learning principles
- Familiarity with 1Password's products and services

USA-based roles only: The Annual base salary for this role is between \$109,000 USD and \$147,000 USD, plus immediate participation in 1Password's benefits program (health, dental, 401k and many others), utilization of our generous paid time off, an equity grant and, where applicable, participation in our incentive programs.

Canada-based roles only: The Annual base salary for this role is between \$105,000 CAD and \$143,000 CAD, plus immediate participation in 1Password's generous benefits program (health, dental, RRSP and many others), utilization of our generous paid time off, an equity grant and, where applicable, participation in our incentive programs.

At 1Password, we approach each individual's compensation with a promise of fair market value and internal equity commensurate with experience and specific skill set.

What we offer:

We believe in working hard, and resting hard. We're always looking for new ways to support our team members, but here's a glance at what we currently offer:

Health and wellbeing

- > ☑ Maternity and parental leave top-up programs
- > ☑ Wellness spending account
- > ☑ Generous PTO policy
- > ☑ Company-wide wellness days off scheduled throughout the year
- > ☑ Wellness Coach membership
- > ☑ Comprehensive health coverage

Growth and future

- > ☑ Employee stock option program for all full-time employees
- > ☑ Retirement matching program
- > ☑ Training budget, 1Password University access, and learning sessions
- > ☑ Free 1Password account (and friends and family discount!)

Flexibility and community

- > ☑ Paid volunteer days
- > ☑ Employee-led DEIB programs and ERGs and ECGs
- > ☑ Fully remote environment
- > ☑ Peer-to-peer recognition through Bonusly

You belong here.

1Password is proud to be an equal opportunity employer. We are committed to fostering an inclusive, diverse and equitable workplace that is built on trust, support and respect. We welcome all individuals and do not discriminate on the basis of gender identity and expression, race, ethnicity, disability, sexual orientation, colour, religion, creed, gender, national origin, age, marital status, pregnancy, sex, citizenship, education, languages spoken or veteran status. Be yourself, find your people and share the things you love.

Accommodation is available upon request at any point during our recruitment process. If you require an accommodation, please speak to your talent acquisition partner or email us at nextbit@agilebits.com and we'll work to meet your needs.

Remote work is a part of our DNA. Given that our company was founded remotely in 2005, we can safely say we're experts at building remote culture. That said, remote work at 1Password does mean working from your home country. If you've got questions or concerns about this, your talent partner would be happy to address them with you.

Successful applicants will be required to complete a background check that may consist of prior employment verification, reference checks, education confirmation, criminal background, publicly available social media, credit history, or other information, as permitted by local law.

1Password uses an automated employment decision tool as a part of the recruitment process. See the latest bias audit [information](#). A reasonable accommodation, reasonable alternative selection process, appeal or to exercise your right to opt-out of AADM may be requested by emailing nextbit@agilebits.com with subject "AI accommodation request". For additional information see our [Candidate Privacy Notice](#).

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Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
