

# Team Growth and Success Specialist

Mizzen Education, Inc. | Remote | Contract

Collaborates with Community Engagement + Educator Experiences Manager

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## About Mizzen Education

We partner with the out-of-school time (OST) field to spark curiosity, cultivate joy, and inspire a love of learning among children and youth. Working alongside educators and community leaders nationwide, we offer trusted learning content, nurture professional communities, and create transformative educational experiences for youth in every zip code.

Mizzen Education launched as an independent nonprofit in 2023. We're growing and evolving—and we're looking for a thoughtful, adaptable, and community-minded Team Growth and Success Specialist ('contractor') to support our growth and engagement work during this exciting chapter.

Mizzen Education supports the OST field through several offerings, including our free digital platform. Users can create individual accounts and/or be part of a Mizzen for Teams account. Mizzen for Teams is the free, enterprise-level version—built specifically for groups, afterschool programs, community centers, districts, and other out-of-school time teams to collaboratively plan, deliver, and manage high-quality educational experiences at scale.

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## About the Role

The Team Growth and Success Specialist ('contractor') will support the success and growth of Mizzen for Teams by building and sustaining user relationships and driving organizational account success from inquiry to implementation. This role involves close collaboration with various teams to ensure that the project is executed efficiently and that Mizzen for Teams users receive the highest level of service and support.

This is a contract-based role, and the contractor will be responsible for managing their own schedule, taxes, and equipment.

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## What You'll Do

You'll support a wide variety of project coordination work and deliver the following services and outputs, including:

- **Team Account Success + Relationship Coordination:** Support the establishment and maintenance of strong relationships with Mizzen community users. Foster loyalty and

retention by growing user engagement and usage and increasing platform adoption within team accounts.

- **Mizzen for Teams Project Coordination:** Support the Mizzen for Teams user journey from inquiry to implementation, managing all related tasks and ensuring a seamless adoption experience. Conduct ongoing team account audits and support regular communication with users to provide product updates and ensure engagement and satisfaction. Provide feedback and ideate on the implementation process improvement.
- **User Feedback + Strategy Development:** Support the product development team's user research initiatives by collecting and communicating community users' needs and contributing to developing strategies to enhance the Mizzen user experience and drive retention.
- **Collaboration + Support:** Work closely with Engagement + Educator Experiences and Product Development teams to ensure accurate account records and pipeline optimization.

Deliverables may evolve in response to project needs, with mutual agreement. A detailed Statement of Work will be provided outlining responsibilities prior to the start of the engagement.

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## What You'll Bring

We're looking for a skilled independent contractor who is a human-centered and efficient communicator and project coordinator who is eager to learn, grow, and contribute to mission-driven projects that uplift and connect our community and user experience. Here's what we're hoping you bring:

- **Experience:** 1-2 years of relevant experience in project coordination and customer care.
- **Interpersonal and Communication Skills:** Demonstrated ability to build strong human-centered relationships; strong verbal and written communication skills to effectively convey information; comfortable with feedback and collaboration.
- **Project Coordination:** Experience in managing multiple relationships and tasks simultaneously while meeting established deadlines.
- **Solution Orientation:** Demonstrated ability to approach challenges with a proactive, creative, and positive mindset.
- **Technical Proficiency:** Familiarity with or willingness to learn project management tools (Asana), CRM systems (HubSpot), Google Suite, and the Mizzen platform.

- **Adaptability:** Agile mindset to quickly adapt to changing circumstances and organizational priorities; ability to work efficiently in a fast-paced, remote environment.
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### Time Commitment & Compensation

- This is a contractor role, estimated at 10-15 hours per week, with potential for increased hours dependent on organizational growth.
  - Contract runs through December 2025, with potential to extend.
  - Hourly rate: \$25 to \$30/hour, based on experience.
  - The contractor may complete deliverables on their own schedule, aligned to project deadlines and collaborative check-ins.
  - As a contractor, this role is not eligible for employee benefits and is responsible for their own taxes and equipment.
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### To Apply

Send your application to [apply@mizzen.org](mailto:apply@mizzen.org) with the subject line: Team Growth and Success Specialist – [Your Name] and include:

1. A brief note telling us why this opportunity resonates with you
2. A resume or summary of relevant experience

**Application Deadline:** Aug 8th, 2025

**Ideal start date:** Late Aug 2025

### Equal Opportunity Statement

Mizzen Education's mission statement and core values prioritize a human-centered culture of inclusion that respects individual strengths, views, and experiences. Mizzen Education, Inc. is an equal opportunity organization. We celebrate diversity and are committed to creating an inclusive environment across our team, including staff, contractors, and collaborators.

Don't meet every single requirement? Studies have shown that women and people of color are less likely to apply for opportunities unless they meet every single requirement. At Mizzen Education, we are dedicated to building a diverse, inclusive, and authentic team, so if

you're excited about this contractor role but your experience doesn't align perfectly with every single qualification listed, we encourage you to apply anyway. You may just be the right fit for this or other opportunities.

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