



Professional Services Consultant

Remote | Reports to Director of Customer Success

Why This Role Matters

At Really Great Reading, we believe every child deserves to learn to read – and that great instruction, thoughtfully supported, makes that possible. Driving meaningful impact in classrooms requires more than delivering training—it requires ensuring that training translates into effective instructional practice and sustained program usage.

The Professional Services Consultant plays a critical role in bridging training and implementation. This role ensures that educators not only understand Really Great Reading’s programs but are confident in applying them in the classroom to drive student outcomes.

By delivering high-quality professional learning experiences and reinforcing implementation through ongoing support, this role directly influences adoption, educator success, and long-term district retention.

Ultimately, this role ensures that training becomes transformation—turning knowledge into practice and practice into results.

The Role

The Professional Services Consultant is responsible for delivering engaging, high-quality professional development that supports successful program implementation across district partners. This role ensures that training aligns to district goals and translates into effective classroom practice.

This individual partners closely with the Regional Engagement Manager to align training with implementation plans, monitor effectiveness, and support overall account success. The role requires strong facilitation skills, instructional expertise, and the ability to adapt training to meet diverse educator needs.

The Professional Services Consultant ensures that training delivery, follow-up support, and continuous improvement efforts drive measurable outcomes and long-term customer success.

What You'll Do

Training Delivery & Scheduling

- Partner with district points of contact (POCs) and internal teams to schedule training aligned to implementation milestones
- Deliver engaging, high-quality training sessions (virtual and in-person) tailored to educators, administrators, and support staff
- Differentiate training based on audience needs, experience levels, and district goals

Continuous Improvement & Feedback Integration

- Review training survey results and feedback in partnership with the Regional Engagement Manager
- Adjust training content, delivery methods, and pacing to improve effectiveness
- Incorporate best practices and evolving program updates into training sessions

Account Support & Communication

- Maintain timely, professional communication with district stakeholders
- Provide follow-up resources, coaching, and support to reinforce training outcomes
- Serve as a subject matter expert on implementation and instructional best practices

Data & Reporting Contribution

- Track and report training participation, completion, and engagement data
- Share training observations and insights with the Regional Engagement Manager to inform account updates and renewal conversations
- Provide visibility into training impact to support broader account strategy and renewal efforts

Collaboration & Alignment

- Work closely with the Regional Engagement Manager to ensure training aligns with implementation plans and district priorities
- Collaborate with internal teams to improve training processes, materials, and customer experience
- Support consistency and quality across all training engagements

What You Bring

- 3–7+ years of experience in professional development, training, instructional coaching, or education services, preferably in K–12 or EdTech environments
- Proven ability to deliver engaging, high-impact professional learning sessions (virtual and in-person) to educators and district leaders
- Background in literacy instruction, reading science, or structured literacy with expertise in the science of reading
- Experience supporting implementation of instructional programs or educational technology in school or district settings
- Strong understanding of adult learning principles and ability to differentiate training for diverse audiences
- Demonstrated ability to translate training into practical classroom application and improved instructional outcomes
- Experience using data (surveys, usage metrics, feedback) to evaluate training effectiveness and adjust approach
- Excellent presentation, facilitation, and communication skills with strong executive presence in front of educators and administrators
- Strong organizational and time management skills, with the ability to manage multiple training engagements and schedules
- Ability to build positive relationships with teachers, instructional coaches, and district leaders
- Comfortable working cross-functionally with Customer Success, Sales, and Product teams
- Familiarity with CRM, training platforms, or reporting tools is a plus
- Willingness and ability to travel up to 75% to deliver in-person training and support district partnerships

Required Education / Skills

- Bachelor's Degree in Education, Literacy, or related field
- Strong facilitation, presentation, and communication skills
- Ability to translate instructional knowledge into practical application

Preferred Experience

- Experience in literacy instruction, structured literacy, or science of reading
- Experience working with K–12 school districts and educators
- Background in coaching, professional learning, or instructional support

What We Offer

We take care of the whole person – because we believe that when our team thrives, so do the students and educators we serve. Our benefits include:

- Competitive 401(k) with company matching
- Comprehensive Medical, Dental, and Vision insurance
- Paid Time Off to support rest, renewal, and life outside of work
- Employee Discount Program and partner savings
- Ongoing professional development and learning investment
- Wellness initiatives designed to support physical, mental, and emotional well-being
- Evolving benefits shaped by team member voice and values

Physical Requirements

This is a fully remote role. Team members work primarily at a computer and regularly engage in video conferencing, document review, and digital collaboration. The ability to work at a screen for extended periods, use standard input devices, and participate in virtual meetings is required.

Equal Opportunity Employer

Really Great Reading is committed to building an inclusive, high-performing workplace that reflects the diverse students, educators, and communities we serve. All qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability, veteran status, sexual orientation, gender identity, or any other characteristic protected by applicable law.

