



Job Title: Regional Engagement Manager

Why This Role is Critical:

Reporting to the DR Engagement Manager, the Regional Engagement Manager is the primary point of accountability for a portfolio of district partnerships. This is a hands-on account management role responsible for ensuring training → implementation → usage → renewal is executed seamlessly at the district level, driving measurable customer impact and long-term retention.

This role ensures each account is supported through strategic planning, consistent communication, and high-quality service delivery. The Manager partners closely with internal teams and district stakeholders to drive strong adoption, measurable outcomes, and long-term retention.

Key Responsibilities

Account Management & Implementation

- Develop and execute tailored implementation plans aligned to district goals
- Maintain strong relationships with key district stakeholders and decision-makers
- Deliver regular executive summaries highlighting progress, outcomes, and next steps
- Ensure alignment between strategic goals and day-to-day execution

Meeting Coordination & Documentation

- Schedule and lead account meetings, ensuring clear alignment and follow-through
- Maintain organized account documentation, notes, and updates in CRM systems
- Ensure visibility and continuity across all internal stakeholders

Professional Services & Training Oversight

- Partner with PSC Trainers to ensure training sessions are effectively coordinated, on schedule, and aligned to district implementation plans; provide day-to-day direction and feedback on execution quality
- Coordinate onboarding, training, and ongoing professional development sessions
- Ensure training completion and alignment with implementation milestones
- Monitor training effectiveness through survey feedback and usage data
- Adjust training and support strategies to drive adoption and impact

Risk Identification & Communication

- Monitor account health using engagement data, usage trends, and feedback
- Identify at-risk accounts early and proactively communicate risks and solutions
- Lead cross-functional efforts to resolve challenges and improve outcomes
- Provide clear recommendations and action plans to stakeholders

Cross-Functional Collaboration

- Partner with Sales to support renewals and expansion opportunities
- Collaborate with Product and Marketing to share customer insights
- Follow and maintain consistency in established workflows, communication cadences, and implementation practices across assigned accounts
- Contribute to process improvements and customer experience enhancements

Qualifications & Skills

- **5+ years of experience** in customer success or account management with a proven track record of independently owning and growing a portfolio of accounts, preferably in EdTech or SaaS environments
- Proven ability to manage a portfolio of accounts with a focus on **retention, adoption, and customer outcomes**
- Experience supporting or delivering **professional development, training, or implementation** in K–12 school districts

- Strong understanding of **K–12 education systems**, including district structures, instructional priorities, and funding considerations
- Demonstrated ability to build and maintain relationships with **multiple stakeholders**, including teachers, school leaders, and district administrators
- Skilled in developing and executing **strategic account plans** aligned to customer goals
- Experience analyzing **usage data, engagement metrics, and customer feedback** to drive decision-making and proactive interventions
- Strong organizational and project management skills, with the ability to manage **multiple accounts and competing priorities**
- Excellent communication skills, including the ability to deliver **clear updates, executive summaries, and presentations**
- Experience working cross-functionally with **Sales, Product, Marketing, and Professional Services teams**
- Familiarity with CRM and customer success platforms
- Self-starter with the ability to work independently while contributing to a collaborative team environment
- Willingness and ability to travel up to 75%+ to support district partnerships

Success Profile

- Experience in customer success, account management, or education partnerships
- Strong understanding of **K–12 education systems and district dynamics**
- Ability to manage multiple accounts and stakeholders simultaneously
- Data-driven mindset with ability to translate insights into action
- Excellent communication and relationship-building skills
- Experience supporting **training, implementation, and adoption of programs**

Benefits

At Really Great Reading, our benefits are intentionally designed to support the whole person — professionally, personally, and financially. We continuously evolve our offerings in response to team member feedback, changing life needs, and our commitment to building a high-performance, people-first culture.

Our benefits currently include

- Competitive 401(k) program with company matching to support long-term financial wellness
- Comprehensive Medical, Dental, and Vision insurance with employer cost-sharing
- Generous Paid Time Off program that supports rest, renewal, and life outside of work
- Employee Discount Program and access to preferred partner savings
- Ongoing professional development and learning investment
- Wellness and work-life balance initiatives designed to support physical, mental, and emotional well-being
- Evolving benefits and rewards programs shaped by team member voice and values

Physical Requirements

This is a remote role performed primarily in a home or flexible workspace using standard technology tools. Team members regularly engage in computer-based work including video conferencing, document review, and digital collaboration.

This role generally requires the ability to

- Work at a computer for extended periods of time
- Use a keyboard, mouse, or similar input devices for navigation and data entry
- View and interpret information on digital screens
- Participate in virtual meetings and collaborative discussions

Really Great Reading is committed to providing reasonable accommodations to qualified individuals with disabilities and to supporting flexible, accessible work environments that enable every team member to do their best work.

Really Great Reading is an equal opportunity employer committed to building an inclusive, high-performing workplace that reflects the diverse students, educators, and communities we serve. We believe diverse perspectives strengthen innovation, improve outcomes, and advance educational equity nationwide. All employment decisions are made without regard to race, color, religion, age, sex, national origin, disability, genetics, veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by applicable law.