



Job Title: CRM and Automation Specialist

Location: Remote (In-person for required company events)

Reports To: Operations Solutions Manager

Position Status: Full-time Exempt

Responsibilities

- Provide CRM expertise, training, and troubleshooting support across Operations.
- Works within the CRM and related tools to develop automation and recommend solutions for improved efficiency and accuracy.
- Collects and performs basic analysis of information related to testing, business functions, and customer service metrics.
- Develops reports and fulfills RFIs.
- Monitors and performs QA testing on new processes and products.
- Assists with developing Operational processes and recommending policies.
- Manages projects and assists in the documentation and training for the rollout of products, processes, automation, and platform improvements within the Operations team.
- Other duties as assigned, including direct customer support on test days.

Requirements

- Experience with CRM management. HubSpot development and customization experience is preferred
- Proficiency with data management, advanced spreadsheet functions, and automation tools
- Database querying skills
- Experience with project management
- Ability to identify problems and propose solutions
- Excellent communication skills, both written and oral
- Ability to work in a fast-paced environment and adapt to changing priorities
- Experience with or affinity for classical education and great books
- Demonstrates CLT's Core Values: Anchored, Humane, and Passionate
- Bachelor's degree or equivalent