



GROUNDED SOLUTIONS NETWORK

strong communities
from the ground up

Title: HomeKeeper Onboarding & Training Specialist	Reports to: User Experience & Learning Manager
Department: HomeKeeper Team	Status: Full-time, Exempt

About Us

[Grounded Solutions Network](#) is a national nonprofit dedicated to shaping communities to be equitable, inclusive, and filled with opportunity for all. Where we live matters. It determines what opportunities we have and how our kids grow up. Everyone should be able to live in a place that offers opportunity: access to jobs, parks, public transit, quality schools and stable homes. Strong and inclusive communities provide the foundation that people and families need to thrive, both in the present and for future generations.

As a national membership organization, we support nonprofit and government practitioners, community resident leaders, advocates, elected officials, and other housing professionals with the tools and knowledge they need for success. We promote the creation and preservation of quality housing that remains affordable for generations. Our work specifically targets creating and expanding housing with lasting affordability, using a racial equity lens.

Grounded Solutions Network is committed to fostering an organizational culture rooted in critical thinking and consciousness about race and class. We seek candidates who are dedicated to achieving racial equity as both a process and outcome. We are committed to building a staff team that is as racially and culturally diverse as the communities that we serve. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

About the Position

HomeKeeper, a program of Grounded Solutions Network, is a Salesforce-based app designed for affordable homeownership and housing counseling programs. HomeKeeper is part of our ambitious effort at the local, regional, and national level to not only improve program management practice, but also collectively measure impact.

The HomeKeeper Onboarding & Training Specialist will conduct user onboarding and training, creating systems, digital content, and training courses that will optimize the user's adoption experience with HomeKeeper under the management of the User Experience & Learning Manager. The Specialist will assist in the creation of learning content including training courses, written user manuals and guides, audio/video creation and editing, as well as digital content and user spotlights for our newsletter and blogs. The Specialist makes a positive contribution to the organizational culture and, as a member of the HomeKeeper team, actively participates in HomeKeeper and employee meetings, retreats, and/or special initiatives.

Key Responsibilities

The Onboarding & Training Specialist is responsible for promoting successful user adoption, retention, and engagement for new and existing HomeKeeper users. The Onboarding & Training Specialist collaborates closely with the rest of the HomeKeeper team by gathering feedback and developing digital content that will help make HomeKeeper users' jobs easier and their programs better.

Primary responsibilities are:

1. Develop training and digital content (30%)

- Working with the User Experience and learning manager, assisting in creating eLearning courses and digital content, including writing, audio/video development, and editing.
- Assist in refining and implementing systems, digital content, and online courses in Grounded Solutions' Online Learning Platform.
- Stay current with eLearning trends and adult learning sector updates to continuously deliver content that is relevant for Salesforce users of varying skill sets and backgrounds.

2. Onboard new customers (30%)

- Provide a robust customer onboarding and continuous learning experience, which includes implementation planning, delivering web-based training, and supporting asynchronous learning in Grounded Solutions' Online Learning Platform.
- Engage with users and become fluent in their program design, business outcomes, and goals, to assist them in identifying the best ways to support their priorities and digitize their workflow.
- Support the Marketing team in conducting product demonstrations for prospective users.
- Enroll organizations in the HomeKeeper National Data Hub, which aggregates HomeKeeper user data, to support sector-wide research and learning.

3. Nurture a connected network of users (30%)

- Write and disseminate user communications such as user spotlights, feature summaries, and best practices, encouraging users to highlight product features and innovative use cases.
- Cultivate and maintain an active user base by offering peer learning and discussion opportunities through Trailblazer communities and other mediums.
- With the Marketing team, attend conferences to demonstrate the HomeKeeper product to prospective users. Coordinate learning opportunities and product demonstrations such as office hours, web-based training, and annual in-person training.
- Encourage selected users to contribute more data to the HomeKeeper National Data Hub to support sector-wide collective learning.
- Stay current with housing sector updates and trends to better support users in the short and long term.

4. Support and collaborate with colleagues (10%)

- Demonstrate initiative, flexibility, accountability, and openness to change.

- Bring creativity and problem-solving techniques to the work.
- Participate on internal staff committees and support interdepartmental efforts, including our organization-wide focus on race, equity, and intersectionality.
- Help shape a positive and inclusive organizational culture amongst staff and with external stakeholders.

Qualifications for Entry into this Position

The ideal candidate has experience developing digital training content, knowledge or background in housing counseling or affordable housing, and experience with digital platforms like Salesforce. This position is best suited to a person with excellent written communication, organizational, and project management skills who works well independently and as part of a team.

Candidates should have a genuine interest in helping people, solving problems, and learning and applying new technologies. The ability to collaborate remotely with colleagues and customers is also critical for success in this position.

Knowledge, skills, and abilities

- Minimum of three years of related work experience in housing, shared equity homeownership, housing counseling, or a related sector.
- Excellent verbal and written communication skills. Able to summarize and communicate complex information clearly and concisely.
- Experience presenting and/or coordinating online training for a variety of audiences. Digital content creation for online learning that can be used by a wide variety of audiences with varying technical skills preferred.
- Demonstrated ability to learn and apply new technologies to work more efficiently or become more data informed.
- Ability to work independently in a virtual environment while coordinating a variety of projects simultaneously.
- Proficient in Microsoft Office suite of applications and Zoom (or similar).
- Experience with Salesforce or other Customer Relationship Management platforms preferred.
- Experience with or willingness to learn technology tools such Email Marketing, Learning Management Systems (Eurekos), Content Authoring Tools (Articulate 360, Camtasia) and other platforms as needed.

Starting Salary Range

\$55,000 to \$65,000 annually, commensurate with experience.

Benefits

Competitive, comprehensive benefits package including health, dental, matching 401k, and paid time off. Supportive, stimulating, and collaborative environment with passionate colleagues dedicated to building community, equity, and justice. Opportunities for professional growth and development.

Travel Required

Approximately 2-4 trips per year of domestic out-of-state travel, as needed, to attend conferences and company meetings.

Location

Remote, flexible location. Candidates must have direct local access to a major airport. All staff are expected to demonstrate the ability to work remotely while maintaining high levels of efficiency and productivity and communicating effectively with their direct supervisor and colleagues.

Join our team and build your career with us! We offer:

- Supportive, stimulating and collaborative environment with passionate colleagues dedicated to building community, equity and justice.
- Opportunities for professional growth and development.
- Competitive, comprehensive benefits package including health, dental, matching 401k and paid time off.

How to Apply:

Please submit, as 1 document (PDF or word), a cover letter and resume here: [HomeKeeper Onboarding Training Specialist](#). Interviews will be conducted on a rolling basis.