GlobalED
Insurance Institute
NYS Insurance Department Approved School

Operations Support Specialist

A pioneer in the financial services online prelicensing industry, **GlobalED Virtual University** owns and manages the most advanced, online prelicensing preparation platform in the industry. GlobalED began operations in New York and is expanding nationwide with its insurance prelicensing and continuing education programs. Our customized eLearning platform has revolutionized the online insurance prelicensing industry. During its first year of operations in New York State the GlobalED prelicensing pilot achieved a 90% first-time passing rate for the NY sate insurance licensing examinations with our Personalized eLearning Technology$^{SM.}$ System. This achievement is further accentuated when one considers the state-wide passing rate for first-time insurance test-takers was below 50% during that same period.

GlobalED is transforming the way people prepare for licensing and certification examinations and is preparing to expand its online education operations to include multiple industry sectors having licensing and certification examinations and/or continuing education requirements. GlobalED products and services provide eLearning opportunities to the physically impaired and the learning disabled.

The **GlobalED Insurance Institute** is wholly-owned by GlobalED Virtual University and the exclusive provider for our proprietary Personalized eLearning Technology$^{SM.}$ System for insurance prelicensing education in New York State and is currently seeking **1-2 Part-Time General Operations Support Specialists** at our Staten Island office. A brief description of the essential duties and responsibilities for the position are outlined below.

Position Summary

Provides general office operations support for general office operations, instructor support, online course and corporate websites; book orders and fulfillment. Primary duties include answering phones, directing students and clients to our online registration and enrollment pages; explaining the use of our study regiment process; preparing postage and shipping labels, boxing and delivering books for shipping; maintaining and editing corporate website; assisting instructors in the daily activities. Will develop proficiency in the flow, sequence and operational standards of our education systems which specifically includes use of the Study Regiment^{SM} our proprietary study tool; WebED^{TM} our proprietary eLearning Management System; and XAMNET^{TM} our proprietary testing and evaluation platform.

Essential Job Functions:

General Office Administration
- Proficient in use of office equipment (computers, phones, fax, printers, scanners etc)
- Receives and Responds to email, telephone and other information requests
- Performs phone, clerical and filing duties
- Maintains efficient records for internal and government audits

Supports the eLearning Management Systems
- Ability to learn and manage proprietary software and tools
- Telephone support for marketing and sales efforts
- Answer inquiries on navigating website

Maintain, Edit and Update Internet Websites
- Ongoing management, editing and updating our corporate websites
- Directs inquiries on how to use website to register and enroll into courses
- Resolves simple technical issues for online courses and website

Monitoring Final Examinations
- Following NYS Monitor guidelines and Institute procedures
- Completing the Monitor Affidavit
- Provides feedback on continuing effectiveness of online structure and protocols

Communicates Information Effectively to Appropriate Personnel
- Disseminates information to all appropriate parties in a timely and efficient manner
- Disseminates feedback and comments from users to management
- Works well with diverse business relationships
- Good oral and writing communication skills

Self Development
- Takes responsibility for initiating goals for self development
- Manages own performance and development
- Uses tools provided within work environment to assist in achieving self development

Perform All Other Duties as Assigned

Job Requirements

- High Technological Proficiency in personal computers and various software applications required (MS Office Suite: Word, Excel, Access, PowerPoint; IE and/or compatibles) with the ability to learn newly developed proprietary software applications
- High Proficiency in the use of electronic office equipment required (ATT 1070 phone system, fax, scanners, printers, copiers
- Web Design experience using FrontPage/Expression Web or other appropriate HTML authoring tools
- Good verbal, written and interpersonal communication skills
- Strong organization skills with the ability to multi-task simultaneous duties on a daily basis
- Must be a dependable and self-motivated person with the ability to perform tasks without being told
- Bi-Lingual a plus but not required
- US citizen or appropriate work permits/visas etc.

Experience: Three plus years in an office environment or appropriate education
Education: HS Diploma required and AA or equivalent coursework if lacking minimum experience requirement
Travel Requirements: 5% or less

EOE/M/F/D/V