

Manager, Learner Success & Experience

Remote (Greater Toronto Area, ON) · Occasional travel to Toronto, ON is required

The person who makes sure every learner's experience of our programs is seamless, supported, and worth their time, and who builds the feedback loop that tells us when it is, and when it isn't.



LOCATION

Remote, GTA

EMPLOYMENT

Permanent, full-time

COMPENSATION

\$60,000-\$65,000
CAD

REPORTS TO

Director of
Operations

START DATE

November 15
(flexible)

APPLICATIONS

Accepted on a
rolling basis

HOW TO APPLY

Send an email with your statement of interest to Selin@skillscamp.co

About SkillsCamp

SkillsCamp is a Canadian learning studio. We help organizations build the cultural practices, leadership behaviours, and learning systems that make growth continuous, human, and built for what's next. We work with teams across the public sector, healthcare, tech, and education, with long-standing clients that include the Ontario Public Service, CAMH, the Port Authority of New York and New Jersey, Keypath Education, PepsiCo, and L'Oréal.

We don't think of ourselves as a workshop provider. A workshop ends. What we build is meant to outlast the room: leadership operating rhythms, learning rituals, and the shared language that lets a team keep making sense of change together long after we leave. We hold ourselves to that same belief, everything is a learning experience, including the hard ones, and it shapes how we run as a company. In practice, that means we debrief the wins and the misses with the same rigor, share what didn't work as openly as what did, and treat every project as a chance to get sharper for the next one.

We're a small, senior, remote-first team, which means the people we hire step into individual contributor roles with meaningful ownership from day one. You'll have the opportunity to take ownership of your work, contribute directly to the team, and see the impact of what you build.

OUR CULTURE AND HOW WE WORK

We're remote, and we've been remote since our start in 2016. We care about outcomes and quality of work, not rigid schedules or hours logged. That said, this role is rooted in the Greater Toronto Area because for a few moments a month, we genuinely benefit from being in a room together, and we'll always plan those well in advance so you can build your life around them.

We're a human-first and AI-assisted organization. We use AI tools to support learning design, operations, and iteration in ways that improve quality and speed, and we expect thoughtful, ethical use of it, with real care for data privacy, accessibility, and the human judgment AI doesn't replace. If you're someone who's curious about where AI genuinely helps versus where it gets in the way, you'll fit right in.

We're a company that practices what we teach, so we hold ourselves to that same bar internally: clear communication, psychological safety, proactive flagging over quiet struggling, and care extended to teammates the same way we ask our clients to extend it to theirs.

We take the work seriously, though we try not to take ourselves too seriously. Good work comes from people who are well-supported and have room to be human, so that's the environment we're building here.



Everything is a learning experience, which extends to the way we run.

About the role

A learner's experience and their success is the north star of this role.

Our operating principle: learning should fit into a learner's daily life, not sit on top of it. From how someone experiences an online or in-person session, accesses a course, or receives their 360 results, every process you touch should make that a little more true than it was before.

Design belongs to our learning design team, whom you'll work alongside. Execution belongs to you: the smooth live session coordination, the LMS onboarding that feels seamless, the emails a learner actually opens, the report that tells them something real about themselves, and the friction you catch before they ever have to mention it. This is an execution role with a strategic lens on learner impact and success.

RESPONSIBILITIES

Starting responsibilities — we're open to the right person finding more efficient ways to achieve the outcomes.

01 Learner experience ownership

You're the friendly, reliable person our learners turn to, and the person accountable for whether their experience actually feels seamless. You point them where they need to go, answer the "where do I find this" and "how do I access that" questions, keep them on track through their program, and make sure they don't feel lost. This spans both our client programs and our community programs, so every learner gets the same quality of experience, whichever door they come in through. Beyond answering questions as they come in, you proactively look for where our current processes cause a learner to do extra work, experience access issues, decode an unclear email, or search for a link. And then you fix it, so the next cohort doesn't hit the same friction.

02 Evaluation and the learner feedback loop

You own this layer end to end, with leadership's support on what gets measured and why, because it's the mechanism that tells us whether we're actually delivering on learner success, versus just assuming we are. In practice:

- Administering our assessment tools (360s, DISC), managing participant communications and completion tracking, and being the primary contact for learners on surveys, results, and pulse checks.
- Producing clean, accurate reports from templates, building AI prompts suited to the ask, and knowing the data well enough to catch themes, surprises, or items worth flagging before it goes out.
- Connecting the dots across assessments, pulse checks, and session feedback so the data tells one coherent story, and translating that story for the learner, the client, and our facilitation team.
- Flagging patterns to leadership proactively, and implementing continuous improvement in real time based on pulse checks.

03 Learning operations and technology

This is the infrastructure that either enables a great learner experience or gets in the way, so you own it with that in mind. You will build and configure courses from finalized curriculum in our LMS platforms (Thinkific, Teachable), manage enrolments and access, and run quality assurance from the learner's point of view before anything reaches them. You'll also set up and troubleshoot delivery technology (Zoom, Teams), including real-time support during a live session. As our community programs grow, you'll also explore community platforms like Circle or Mighty Networks and help shape how we use them.

04 Program coordination

You keep every engagement moving: timelines, milestones, and tasks in our project management software, client kickoffs, review cycles, and the dozens of small handoffs externally (clients) and internally (our core team and facilitators). Alongside the Director of Operations, you're the person who always knows where things stand, and the one who tracks down deliverables that may be falling behind before it disrupts a learner.

05 Quality assurance, learner's point of view

Learning materials, workbooks, slides, and digital assets are developed by our design team, and your role is to be the last check before anything reaches a learner or facilitator: reviewing every program's learner-facing materials through the eyes of the person receiving them, catching what's unclear, inconsistent, or likely to cause confusion, and flagging it back before it goes out.

06 Client and facilitator coordination

You'll handle the logistics that make clients, facilitators, and internal team members feel taken care of: scheduling, facilitator assignment confirmations, follow-ups, and post-session learner round-ups. You'll coordinate facilitator requests, manage digital badges via Credly, and put together facilitator briefs. This position is client- and learner-facing, so it is real relationship work, done with warmth and reliability.



Who You Are

You take real pride in things running beautifully. You get genuine satisfaction from making the complex feel effortless. When something you touched goes off without a hitch, that's the win. Clients, facilitators, and colleagues trust you because you are diligent, proactive, and have high attention to detail.

You instinctively see things from the learner's seat. Before you ask a learner to do something (click here, find that, remember this), you've already imagined what it's like to be them, mid-workday, trying to fit this into a life that has nothing to do with us.

You think in patterns, not just tasks. A completed checklist isn't the finish line for you, you naturally notice what the numbers are actually saying. You can hold both the operational detail and the bigger question of what a set of results means.

You're genuinely capable with technology. You can figure out new consumer software in short periods of time. Learning platforms, delivery tools, integrations, spreadsheets, and AI don't intimidate you; they're your tools.

You are proactive and flag early. When something's unclear, slipping, or you think a different approach would be better, you raise it early rather than going quiet. You'd rather over-communicate than leave someone guessing.

You're organized. Multiple clients, overlapping timelines, and several small moving parts don't concern you. You keep everything visible, organized, and nothing falls through.

You're emotionally intelligent, and client-ready. You read between the lines in a client email, build trust easily, and can represent SkillsCamp with the kindness and care that are core to who we are.

You're exceptionally detail-oriented. You take the time to review learner materials, communications, timelines, deliverables, and data with care, catching inconsistencies, errors, or gaps before they become problems.

WHAT WE OFFER, AND HOW WE'LL SET YOU UP

Clarity from day one. In week one, you and Selin (Director of Operations) set your goals and standards together. We check in early and often.

Work that matters. You'll work directly with our founders, Dr. Bailey Parnell, Hamza Khan, and Gina Uppal. We practice what we teach, radically.

Remote, and rooted in the GTA. Remote since 2016; in Toronto a few times a month for team and delivery moments, planned well ahead.

A role with real headroom. Owning learner experience and the feedback loop is a head start toward learning design, strategy, or ops leadership.

REQUIRED / MINIMUM

- Bachelor's degree or diploma in Business, Commerce, HR, Leadership, Education, Communications, or related — all specializations welcome with the right experience.
- 3–4+ years coordinating programs, projects, or operations, ideally in learning, training, education, or a service business. Remote experience is an asset.
- 1+ year in a supervisory, team lead, project leadership, or people management capacity, with demonstrated ownership and decision-making.

BONUS IF YOU MENTION

- Experience supporting operational finance: invoices, procurement, AP/AR, or basic budgeting.
- Experience in student affairs or student services in post-secondary education.
- Experience with assessments, instructional materials, learning evaluation, or survey design.
- Turning data or feedback into a report or narrative for a non-technical audience.
- Running virtual or hybrid learning sessions, including live delivery technology.
- Working in a small, fast-moving, mission-driven company where you wore many hats.

PROJECT COORDINATION

Managing multiple overlapping projects and deadlines. Project management tools (Asana preferred).

LEARNING TECHNOLOGY

LMS platforms (Teachable, Thinkific); Zoom, Teams, WebEx; troubleshooting software sync/async, alone or with platform support.

EVALUATION & DATA FLUENCY

Survey and assessment platforms; pulling structured reports; comfortable with numbers and patterns; writing clearly for different audiences.

COMMUNICATION

Strong written and verbal skills; cross-functional coordination; proactive, warm follow-up as primary contact for learners and clients.

EMPLOYMENT

Permanent, full-time

HOURS

40/week, 8h/day, flexible working hours

LOCATION

Remote, based in GTA

TRAVEL

Toronto, a few times/mo.

COMPENSATION

\$60,000–\$65,000 CAD

BENEFITS

3wk vacation + 5 personal days

REPORTS TO

Director of Operations, with a dotted line to the Executive Director for evaluation and impact work

Everything is a learning experience. Let's make it a great one.