



Junior Learning Experience Designer - (Federal Accounts)

Ethos Systems

About us:

Founded in 2019, Ethos is the first Human Readiness Platform that combines learning, performance, and outcomes in one unified platform. Our platform delivers modernized training, real-time readiness dashboards, and AI-driven personalization - all built for enterprise-scale deployment across both commercial and classified networks. A trusted mission partner to the most demanding customers in the world, Ethos serves over 150 enterprise customers across the U.S. military, life sciences, manufacturing, supply chain, and professional sports industries.

Our Department of Defense (DoD) Mission Success team is rapidly growing and we're looking for our next mission-driven player to join the team!

About the role:

The Junior Professional Service Agent (Federal) is critical to our mission of enabling human readiness. You will work to create a curriculum from the ground up based on customer source materials and needs. You will work closely with the Customer Success team to discover what the customer is looking for, then work to create lessons and quizzes on the Ethos Platform to meet their goals. The ideal candidate is a self-starter who has curriculum development experience, close attention to detail, and thrives in a fast-paced environment focused on measurable results. The role is fully remote.

Job responsibilities:

- Serve as support, and sometimes lead, on developing customer facing learning materials on the Ethos Platform.
- Coordinate with internal teams (technical, product, sales) to ensure project requirements are met on time and within scope.
- Act as a trusted agent within the company, delivering best practices, guidance, and strategic recommendations that align with platform capabilities.
- Deliver data-driven insights based on customer learner outputs.
- Advocate for customers by suggesting new features that would meet specific customer needs.
- Prioritize and drive timely resolution of customer inquiries and respond to customer feedback on lesson and quiz creation.
- Gather regular customer feedback to continuously improve our platform's ability to enhance human capability. Propose new ideas to improve the customer experience and readiness outcomes for our customers.

Qualifications

Basic Qualifications:

- Ability to travel 15% of the time
- Must be authorized to work in the U.S. as a U.S. citizen.
- Experience navigating relationships with complex organizations with multiple levels of stakeholders and complex business processes.

- Strong interpersonal skills with the ability to build relationships and deal effectively with challenges as they come up.
- Experience with and/or proven passion for learning and educational software.
- Background in Training Assessment Development
- Incredibly organized, proactive, and impeccable attention to detail.
- Experience analyzing data, trends, and client information to identify product or service growth opportunities.

Preferred Qualifications:

- BS/BA degree from a 4-year college or university
- Background in Instructional Design and/or Adult Learning Principles
- Familiarity with federal compliance standards
- Experience with classified or sensitive materials
- Strong verbal and written communication skills and technical aptitude
- Fast learner who can understand and articulate technology at any level
- Demonstrated technical support and problem-solving abilities
- Proficient in Google and Microsoft suite of products.
- An agile learner with new technologies (i.e. SharePoint, Asana)
- Excellent interpersonal skills with the ability to build authentic business relationships and deal effectively with relational challenges as they come up
- Security Clearance

Compensation

As a mission-driven start-up, Ethos seeks to compensate employees competitively while providing significant upside with equity. Benefits include subsidized health insurance (Medical+Vision+Dental included), 401k, life insurance, and cell phone stipend.

A note on what we're looking for

Don't meet every single requirement? Studies have shown that women and people of color are less likely to apply for jobs unless they meet every single qualification. At Ethos, we are dedicated to building a diverse, inclusive, and authentic workplace, so if you're excited about this role but your experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyway. You may be just the right candidate for this or other roles.

Interested applicants should email a cover letter and resume to public-sector-cs-careers@ethosystems.com