



## **Job Title: Video Review Associate**

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

**Reports To:** Video Review Manager

**Position Status:** Full-Time Exempt

### **Responsibilities**

- Assist in the video review process through accurate and efficient review of tester video footage, documentation of findings, and determining tester compliance with remotely proctored exam rules.
- Work within a CRM to handle workflows and tester communication.
- Assist in maintaining documentation, templates, databases.
- Assist in supporting Video Review contractors.
- Work alongside the broader video review and customer support team in handling investigations and appeals and communicating with customers.
- Collaborate with the Video Review Manager in defining and implementing process updates and improvements in the following areas: video review, data analysis, test security, and communication.
- Provide customer support on test days and score release activities via chat, phones, and email.
- Other duties as assigned.

### **Requirements**

- Strong attention to detail and dedication to accuracy
- Analytical mindset with strong data management skills
- Affinity for spreadsheets and technology with knowledge of current programs and applications available on the market.
- Excellent communication skills, both written and oral
- Excellent time management skills, with the ability to prioritize projects and work in a fast paced environment
- Demonstrates CLT Core Values: Passionate, Humane, and Anchored.
- Experience with Hubspot or CRM is preferred.
- Experience with or affinity for classical education, great books, or assessments is preferred.
- Bachelor's Degree or Equivalent is preferred.