



Title of Position profiled: **Learning Experience Architect**

## **Job description**

Luma believes that when people learn, their lives improve and so does society. Everything we do is created with this mission in mind. Our customers love us and we love them!

At Luma, we have the following core values.

- **CUSTOMER COMMITMENT:** We build relationships that make a positive difference in our client's and our lives.
- **INTEGRITY:** We deliver on our promises.
- **QUALITY:** What we do, we do well.
- **PASSION:** Committed in heart and mind.
- **TEAMWORK:** We can all do small things, but together we can do something wonderful.

The Luma team strives to deliver excellence in customer experience in the trucking industry. Luma Brighter Learning, a 2X INC 5000 fastest growing company, is the leading learning company in the trucking industry. We were just recognized as one of the top software companies in the supply chain

<https://www.foodlogistics.com/software-technology/supply-chain-visibility/article/22922225/top-software-tech-award-supply-chain-visibility-solutions-reign-as-industry-problem-solvers> and were an INC Best in Business in 2024, <https://www.inc.com/best-in-business/2024>

Luma's comprehensive eNugget® Learning Platform has shown measurable results in helping trucking carriers improve safety, communication, and compliance.  
<https://lumabrighterlearning.com/>.

Luma prides itself on the fact that with learning they can change and save lives and have measurable ROI to show for it. We are the only company in education individualizing instruction with different interaction modes through our platform. We are looking for a client success specialist to join our growing team.

The purpose of this position is to promote and represent Luma's brand to the fullest by focusing on demonstrating Luma's technology to the market in a way that sparks trust, relevance, and a sense of comfort and understanding. The Luma Learning Experience Architect needs to excel at technology, and be passionate about being a Luma Learning Management subject matter expert understanding the tools and functionality of the system. Using this knowledge, this person will be able to demonstrate the value of Luma to prospective clients, be involved on the customer success team, answer questions and support current clients on IT related issues, and be the liaison between sales, customer success and IT documenting technical requirements for the success of the client journey. Having industry experience to connect with the client to understand their challenges will be a critical part of this role.



This position has the opportunity to help Luma grow, while also making a difference with our clients and internal teams by interacting with them directly through LumaLive®, and our ticket and phone system. Under the leadership of the Director of Operations, this position will support and grow client relationships through conducting demos, documenting technical requirements for IT, possible training, support, and account business reviews.

### **Behaviors**

- Honesty
- Integrity
- Analytical
- Technical Problem Solver
- Technology-focused
- Adaptability
- Personable
- Team-oriented
- Accountable
- Strong work ethic
- Self-discipline
- Self-motivated
- Grit
- Professional
- Humble
- Organized

### **Skills, Knowledge, and Skill**

- Aligned with Luma culture. Supports and promotes each of Luma's core values with respect to its brand and technology.
- Demonstrate a strong commitment to growing the business and providing the market with an incredible experience.
- Minimum of 3 years in Transportation, preferably Safety & Compliance, or Transportation Technology.
- Have a deep passion and skill with technology, whether it is a deep understanding of integrations, understanding different technology systems, exploring new technologies, supporting others in a learning management system, as a few examples.
- Able to face complex scenarios and execute.
- Ability to be a team player and support others.
- Transportation and technical knowledge, especially in the fleet safety and compliance space.



- Energized and willing to do the work that it takes to generate leads and win business, such as prospecting, using LinkedIn strategically, and showing up to events ready to put in the work needed to drive connections and create opportunities.
- A quality listener willing to adapt based on a prospect's unique needs and desires.
- Works collaboratively with Sales and Customer Success to bring technical expertise to solve complex customer problems that demonstrates a deep understanding of Luma technology.
- Ability to tailor and pivot presentations based on unique needs within the market
- Emotionally intelligent and capable of recognizing the emotions of others in order to build stronger relationships, handling objectives, and staying calm under pressure.
- Ability to deliver a presentation confidently.
- Exceptional time management and organization skills.
- Able to communicate effectively both orally and in writing regarding customer needs and the value that Luma offers
- Technical acumen with the ability to solution on the fly

### **Key Performance Indicators**

- Respects and follows the process
- Demonstrates positive cross-departmental collaboration.
- Owns the evaluation process
- Supports both future and current clients on identifying and answering questions related technical requirements and being able to communicate these to IT, sales, and customer service as needed.
- Become a subject matter expert on the Luma Learning Management System, which will allow this individual to demonstrate, explain, and support client technical requests.
- Aims to always exceed expectations
- Aims to maximize the win rate of the sales team by demonstrating knowledge, relevant functionality, and ownership of any project.
- Aims to maximize the retention rate of current clients by showing value of Luma and always being on the pulse of technology innovation.

### **Collaboration**

- This role will report to the Director of Operations.
- This role is part of our Customer Success Department but will also collaborate with our CRO and Sales team and at times our CTO and IT team. It is a cross-departmental role.
- Interaction and engagement with all departments within the organization required.

**Job Type:**

This is a full-time remote employment position in AZ, WI, CO, MT, GA, SC, NC only. This is a full time 40-hour a week position.

**Benefits:**

**Paid Time Off:** As a full-time employee you are eligible to participate in the company's Paid Time Off (PTO) policy in accordance with policy provisions. The time off policy will be provided in your on-boarding packet.

**Holiday Pay:** You are eligible for 7.5 paid company designated holidays including your birthday.

**Education Credit:** You will be provided a \$1500 education credit per year that should be used towards educational programs that support you in being successful at your position. Money is not carried over and is not credited at termination.

**Health Insurance:** As a full-time employee you are eligible to participate in the Company's health insurance plans. Luma pays for 75% of employee only medical premium costs. Employees are responsible for 100% dental and vision premiums. Additionally, the company offers an optional \$10,000.00 life insurance policy. Life insurance premiums are split 50% / 50% between employee and the Company.

**Retirement Account:** You are eligible to participate in the 401k program.

**Physical Demands and Work Environment**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

**Note**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude



individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

## **Industry**

- E-learning

## **Employment Type**

- Full-time