



Customer Success & Education Specialist

Location: Omaha, Nebraska

Position Type: Full-Time | Non-Exempt

Join a Mission That Strengthens Marriages Around the World

FOCCUS® Marriage Ministries is seeking an enthusiastic, mission-driven professional to join our growing team as a **Customer Success & Education Specialist**.

If you love helping people succeed, enjoy teaching and learning, embrace technology, and want your work to make a meaningful impact on marriages and families, this may be the opportunity you've been looking for.

This is much more than a traditional customer service position.

You'll help dioceses, clergy, facilitators, and ministry leaders successfully implement FOCCUS programs while also contributing to the development of educational resources, online training, curriculum improvements, and innovative AI-assisted knowledge management.

Every day brings something different—and every day contributes to strengthening marriages.

About FOCCUS®

FOCCUS® Marriage Ministries has helped millions of couples prepare for and strengthen their marriages for more than 40 years. Our programs are used throughout the United States and around the world by Catholic dioceses, churches, military chaplaincies, counselors, and marriage ministries.

As we continue expanding our educational programs, online learning, multilingual resources, research initiatives, and technology, we're looking for someone excited to grow with us.

What You'll Do

As our Customer Success & Education Specialist, you'll work across several areas of the organization.



Customer Success

- Serve as a primary point of contact for customers by phone, email, and Zoom.
 - Help facilitators, clergy, dioceses, and ministry leaders successfully implement FOCCUS programs.
 - Assist customers with accounts, online training, inventories, reports, and product questions.
 - Build positive, long-term customer relationships.
 - Resolve customer issues with professionalism and care.
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Facilitator Education

- Help maintain the Facilitator Handbook.
 - Assist with Online Facilitator Training.
 - Support updates to Trainer Formation materials.
 - Improve facilitator educational resources.
 - Gather customer feedback to strengthen educational programs.
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Help Center & Knowledge Management

- Develop Help Center articles.
 - Create FAQs and customer tutorials.
 - Maintain internal procedures.
 - Organize organizational knowledge.
 - Improve self-service resources.
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AI-Assisted Knowledge Management

One of the most exciting parts of this position is helping FOCCUS responsibly use Artificial Intelligence to improve education and customer support.



You'll help transform webinars, podcasts, meetings, presentations, and videos into educational resources including:

- Help Center articles
- Training materials
- Customer guides
- Learning resources
- Educational summaries
- Knowledge base content

Curiosity about AI is more important than being an expert—we'll continue learning together.

Curriculum Development

- Support instructional design.
 - Assist with educational materials.
 - Improve learning experiences.
 - Develop assessments and learning objectives.
 - Help ensure educational excellence.
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Training

- Co-facilitate online facilitator training.
 - Assist with webinars.
 - Support conference presentations.
 - Help onboard new dioceses.
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What We're Looking For

We're seeking someone who is:



- Passionate about helping others
 - Organized and detail-oriented
 - Comfortable learning new technology
 - An excellent communicator
 - Self-motivated and proactive
 - Able to manage multiple priorities
 - Curious and eager to learn
 - Comfortable speaking with customers and groups
 - A collaborative team player
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Preferred Qualifications

- Bachelor's degree in Education, Communications, Business, Ministry, Adult Learning, or a related field.
 - Teaching, training, customer success, or customer service experience.
 - Strong writing and communication skills.
 - Experience creating educational materials is a plus.
 - Familiarity with AI productivity tools such as ChatGPT or Microsoft Copilot is a plus.
 - Familiarity with the Catholic Church and a desire to support its marriage ministry.
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Technology You'll Use

- Microsoft 365
- Zoom Workplace
- Zoom Phone
- Zoom Contact Center
- Learning Management Systems



- ChatGPT & Microsoft Copilot
 - Web-based customer management systems
 - Knowledge management platforms
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Why Join FOCCUS?

You'll have the opportunity to:

- Help strengthen marriages throughout the world.
 - Be part of an innovative, growing nonprofit ministry.
 - Help shape the future of marriage education.
 - Learn and apply emerging AI technologies responsibly.
 - Contribute ideas that improve the organization.
 - Work with a collaborative team that values continuous learning and innovation.
 - Build a career that combines education, ministry, technology, and customer success.
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Our Mission

FOCCUS® Marriage Ministries is committed to strengthening marriages through meaningful conversations, trusted educational resources, and exceptional support for those preparing couples for lifelong marriage.

Employees are expected to support the mission and values of FOCCUS® and work within a Catholic, faith-based organization.

How to Apply

Please submit:

- Resume
- Cover Letter



In your cover letter, please answer the following question:

FOCCUS believes that exceptional customer success means more than answering questions—it means helping people learn, grow, and succeed while continuously improving the organization. Describe what "taking ownership of your work" means to you and share an example of how you improved a process, educational resource, customer experience, or organizational system.

Email your resume and cover letter to:

Sheila J. Simpson

Executive Director

foccusmgr@foccusinc.com