



OpenAI

Customer Education Community Manager, Champion Network

Location

San Francisco

Employment Type

Full time

Department

Go To Market

Compensation

\$240K • Offers Equity

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OverviewApplication

About the Team

At OpenAI, we believe that artificial general intelligence (AGI) should benefit all of humanity. To realize this vision, we're building a team to help organizations worldwide unlock the potential of AI while upholding OpenAI's values of safety, responsibility, and transparency.

The Readiness team is responsible for driving product adoption, fostering community, and serving as a trusted resource for OpenAI's enterprise customers. We aim to reduce time-to-value and enable confident, impactful AI use across industries and personas.

About the Role

We're looking for a hands-on program manager to help build the future of AI education. The Champion Network is a core pillar of our Customer Education team's mission: enabling every worker to build real AI fluency and lead responsible adoption across their organizations. You'll design and scale learning experiences that equip AI Champions to

drive meaningful change at work — building skills, fostering communities, and sharing proven practices to accelerate adoption.

In this role you'll ensure the people leading the transformation have the knowledge, skills, and community they need to drive AI transformation. You'll focus on building the systems and experiences that make Champion learning scalable — turning insights from existing programs into repeatable education and community models that reach thousands of people.

This role is based in San Francisco and we offer relocation assistance to new employees.

In this Role, You Will

- Scale the global Champion Network for AI deployment and adoption, connecting leaders who drive real use of ChatGPT in their organizations.
- Design and deliver learning and community experiences, from journeys and playbooks to challenges and recognition programs, that help Champions make real world impact with AI.
- Turn high-touch learnings into scalable education models that reach thousands of people through content, programming, and community.
- Partner with Product and GTM teams to align champion programs with key adoption and success metrics.
- Develop the operational systems that sustain engagement, including communications, measurement, and recognition.
- Measure and report program impact, using data and feedback to refine and evolve the model.

What You'll Bring

- 8+ years of experience in education program design, learning communities, or scaled enablement, ideally including technical products and/or AI.
- Proven success building learning communities that connect education content with participant growth and business impact.
- Strong written and verbal communication skills across both technical and business contexts.
- A systems mindset you know how to scale efficiently through process, tools, and automation.

- Enthusiasm for helping organizations build AI fluency and lead responsible, sustainable transformation.
- Proven ability to connect learning with business outcomes.

About OpenAI

OpenAI is an AI research and deployment company dedicated to ensuring that general-purpose artificial intelligence benefits all of humanity. We push the boundaries of the capabilities of AI systems and seek to safely deploy them to the world through our products. AI is an extremely powerful tool that must be created with safety and human needs at its core, and to achieve our mission, we must encompass and value the many different perspectives, voices, and experiences that form the full spectrum of humanity.

We are an equal opportunity employer, and we do not discriminate on the basis of race, religion, color, national origin, sex, sexual orientation, age, veteran status, disability, genetic information, or other applicable legally protected characteristic.

For additional information, please see [OpenAI's Affirmative Action and Equal Employment Opportunity Policy Statement](#).

Qualified applicants with arrest or conviction records will be considered for employment in accordance with applicable law, including the San Francisco Fair Chance Ordinance, the Los Angeles County Fair Chance Ordinance for Employers, and the California Fair Chance Act. For unincorporated Los Angeles County workers: we reasonably believe that criminal history may have a direct, adverse and negative relationship with the following job duties, potentially resulting in the withdrawal of a conditional offer of employment: protect computer hardware entrusted to you from theft, loss or damage; return all computer hardware in your possession (including the data contained therein) upon termination of employment or end of assignment; and maintain the confidentiality of proprietary, confidential, and non-public information. In addition, job duties require access to secure and protected information technology systems and related data security obligations.

To notify OpenAI that you believe this job posting is non-compliant, please submit a report through [this form](#). No response will be provided to inquiries unrelated to job posting compliance.

We are committed to providing reasonable accommodations to applicants with disabilities, and requests can be made via this [link](#).

[OpenAI Global Applicant Privacy Policy](#)

At OpenAI, we believe artificial intelligence has the potential to help people solve immense global challenges, and we want the upside of AI to be widely shared. Join us in shaping the future of technology.

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