



Account Manager II

SUMMARY & OBJECTIVE

Account Managers develop and maintain professional customer relationships and communicate / refer customer issues to appropriate support teams. Account Managers oversee a portfolio of assigned customers and develop new business from existing customers. Active listening, clear articulation and timely response are key skills required for the position. AMs are proficient with MS Office, can navigate CRM software, and are capable of learning and discussing EDULOG's software capabilities.

PRIMARY FUNCTIONS

- Develop trusted advisor relationships with key accounts, customer stakeholders, and executive sponsors.
- 1:1 client engagement: primary point of contact from beginning of client contract throughout contract life. Includes introduction, facilitating problem-resolution between client and EDULOG teams, fielding software functionality questions, notifying clients of upgrades, etc.
- Escalate high-priority client issues to appropriate teams and follow-up with clients.
- Coordinate services from implementation to maintenance and to include recommended business improvements.
- Understand and be able to explain various Edulog software and services capabilities.
- Assist clients in extracting value from Edulog products and services.
- Ensure clients remain engaged with Edulog (whether through 1:1 engagements or through mass/group communications and events).
- Serve as last line of defense in the client-Edulog relationship.
- Notify Operations and Business Development teams about client recommendations to improve products and / or services.
- Manage occasional key strategic accounts.

EDUCATION REQUIREMENTS & QUALIFICATIONS

- Some college education: communications, business administration computer science or areas of study directly related to client service.
- Some experience/confident understanding of various project management methodologies.
- Previous experience in a customer service or account manager role.
- Comfortable with enterprise-level project management tools like MS Project or Wrike.
- Project management experience in complex, multiple-disciplined teams, achieving high levels of success with software delivery and successfully interacting with external clients remotely.
- Experience successfully implementing, processing and delivering projects both internally and externally within a corporate structure.
- Experience evaluating and implementing enterprise-wide business processes including tools & standards and training others.



KNOWLEDGE, SKILLS, & ABILITIES

- Refined communication and human relation skills necessary in dealing with customers and various organization employees.
- Ability to deliver client-focused solutions in response to customer needs.
- Proven ability to handle multiple account management projects at a time, while maintaining sharp attention to detail.
- Enhanced analytical skills with the ability to collect, organize, analyze, and effectively communicate significant amounts of complex information with attention to detail and accuracy.
- The ability to deal with difficult personality types and stressful situations, including working under deadlines
- Strong computer literacy, including MS Office and the ability to learn to use other job-related software including but not limited to Edulog software.
- Excellent time management and organizational skills which include, but is not limited to the ability to complete multiple tasks and high volume of work on deadline.
- Adheres to all company values and policies.
- Accomplishes all tasks as appropriately assigned or requested.
- Performs special duties and other projects as assigned.

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