



# alma™

## Account Manager

### **THE OPPORTUNITY**

Do you want to change and improve education at scale? Do you want to be a part of a fun, fast-paced environment that will bring out the best of your technical and people skills? We are an educational software company who make tools that leverage and empower educators. We use data to create visibility and awareness at schools. We allow educators to migrate to progressive educational practices.

We are interested in people who have experience working in schools and understand the burden educators feel day to day; people who are flexible and comfortable working with an entrepreneurial team. We love to talk to our customers, so both excellent written and oral communication skills are critical. Most importantly, you must be passionate about making sure our customers are absolutely ecstatic with our product, as our success is inextricably linked to their satisfaction.

We are looking for a passionate District Account Manager who will partner with, and ensure the long-term success, of our customers. You will be responsible for developing long-term relationships with your portfolio of assigned districts, connecting with key business executives and stakeholders. You will liaise between customers and cross-functional internal teams to ensure the timely and successful delivery of our solutions according to customer needs.

### **SUMMARY OF RESPONSIBILITIES:**

- Operate as the lead point of contact for all matters specific to your customers
- Advocate for the needs of your customers internally
- Build and maintain strong, long-lasting customer relationships
- Develop a trusted advisor relationship with accounts and customer stakeholders
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Communicate clearly the progress of monthly/quarterly initiatives to internal and external stakeholders
- Forecast and track key account metrics
- Assist with high severity requests or issue escalations as needed
- Identify and grow opportunities within territory and collaborate with sales teams to ensure growth

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Practical experience in K-12 schools
- Proven account management or other relevant experience
- Demonstrated ability to communicate, present and influence credibly and effectively at all levels of the organization
- Experience in delivering client-focused solutions based on customer needs
- Proven ability to manage multiple projects at a time while paying strict attention to detail
- Excellent listening and presentation skills
- Excellent verbal and written communications skills
- Strong account management and relationship building skills
- Focusing on growing and developing existing clients, together with generating new business

**QUALIFICATIONS:**

- 4-year college degree
- Technologically adept, utilizing modern computer business systems
- Strong interpersonal skills and ability to thrive in a fast-paced, team environment
- Self motivated, with high energy and an infectious level of enthusiasm
- Openness and willingness to learn, accept feedback and evolve to fit our needs
- Coaching experience is a plus
- Background in K-12 education is a must
- Salesforce CRM experience a plus