



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? Then come work at Alma! We are an educational software company who make tools that leverage and empower educators. We use data to create visibility and awareness at schools and we allow educators to migrate to progressive educational practices.

At Alma, we need people who have experience working in schools and understand the day to day burden educators feel. We also need someone who is flexible and comfortable working with an entrepreneurial team. Being a passionate Account Manager who will partner with and ensure the long-term success of our customers is a key skill for this position. You will also be responsible for developing long-term relationships with your portfolio of assigned customers, connecting with key business executives and stakeholders. Additionally, you will liaise between customers and cross-functional internal teams to ensure the timely and successful delivery of our solutions according to customer needs.

As an Account Manager you will be responsible for managing and growing a targeted group of existing Alma customers by building long-term relationships and adding value to the school district. The Account Manager's focus is also to ensure district retention and satisfaction, while driving increased use of Alma to improve our districts ability to educate their students. The Account Manager will work closely with the Sales team in their region who are responsible for the acquisition of new districts. 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.

As the account owner, the Account Managers' key areas of work include managing all annual renewals, optimizing account revenue, uncovering needs for new products and services, building relationships with district stakeholders, and establishing a plan to increase the use and value of their relationship with Alma. Account Managers will work with the extended Alma organization, including Product and Sales to ensure the needs of our districts are met. Other responsibilities include providing product training, resolving user issues, supporting the sales team in acquiring new accounts and expanding user understanding of the value of Alma features and tools.

SUMMARY OF RESPONSIBILITIES:

- Operate as the lead point of contact for any and all matters specific to your customers
- Build and maintain strong, long-lasting customer relationships

- Develop a trusted advisor relationship with key 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
- You will act as the key interface between the customer and all relevant divisions
- Identify and grow opportunities within territory and collaborate with sales teams to ensure growth attainment
- Assist with high severity requests or issue escalations as needed
- Ensure customers' loyalty and customer satisfaction for retention; establish district communication strategy to uncover needs and resolve issues
- Achieve renewal and expansion targets as defined by the sales objectives
- Develop new relationships with customers and work with the sales team to gain referrals from existing customers to new prospects.
- Travel as needed for customer, up to 20%
- Ability to be effective in a growing organization, and handle a large volume of customer accounts and activity

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Commitment to Alma's mission and vision
- Practical experience in K-12 schools
- Proven account management or other relevant experience
- 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
- Demonstrated skill and experience with managing customer relationships over the phone, maintaining a high level of customer satisfaction

QUALIFICATIONS:

- Minimum bachelor's degree in education, business or a related field required
- Technologically adept, utilizing modern computer business systems
- Strong interpersonal skills and ability to thrive in a fast-paced, team environment
- Openness and willingness to learn, accept feedback and evolve to fit our needs
- Background in K-12 education is a must