



## CUSTOMER ENGAGEMENT SPECIALIST

### 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 Customer Engagement Specialist who will partner with and ensure the long-term success of our customers. 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:

- Proactively call customers to spark engagement.
- Quickly follow up with customers to answer questions and concerns.
- Strategize ways to increase user adoption rates and better engage customers.
- Execute our customer engagement program to stay connected with clients, understand their current and future needs, and help Alma better design future product enhancements to meet those needs.
- Maintain our customer database by tracking relationships in sufficient detail so that management, salespeople and the marketing department can access information and match customer needs with product plans and offerings.
- Communicate with the engineering team by tracking bugs, customer service requests and feature requests through an external database.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- A passion for interacting with customers and building the Alma community
- Fluent in Excel
- Strong verbal and written communication skills
- Excellent organizational, time and self-management skills
- Strong sense of initiative and ability to work under pressure on multiple projects
- Ability to work independently and as part of a team
- Motivated, energetic self-starter with strong problem-solving skills
- Energized by working in a fast-paced work environment
- Flexibility and prioritization skills imperative

### QUALIFICATIONS:

- College degree
- Ability to manage multiple projects at a time while paying strict attention to detail
- 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
- Practical experience in K-12 school