

CUSTOMER ENGAGEMENT SPECIALIST

Summary

At Alma, we take a modern approach to managing student information and creating workflows that support K-12 administrators, teachers, students, and parents. Behind the scenes is a passionately driven team with the mission to improve school operations and foster better student outcomes in order to create the greatest generation of students. We accomplish this by empowering the greatest learning resource that students have at school: educators!

The Customer Engagement Team is looking for a **Customer Engagement Specialist** who is passionate about education, empowering educators, and technology. 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, and who are proactive problem solvers. The Customer Engagement Specialist plays a critical role in the overall success of the Alma support team and the assurance of customer satisfaction, and long-term success, with Alma.

We love to talk to our customers, so both excellent written and oral communication skills are critical. You will be the main point of contact for customers with questions, requests, or troubleshooting problems relating to Alma.

Key Responsibilities

- Customer Ownership; act as the main point of contact for customers with questions, requests, or troubleshooting problems with Alma software.
- Technical support; process incoming customer inquiries and questions via the telephone and electronic communications.
- Conflict Resolution; assist the customer directly by resolving the incident, redirecting the issue, or escalating the issue to the appropriate team.
- Customer Documentation; track all customer conversations to ensure customer requests are handled appropriately and in a timely manner. This involves communicating with internal teams when tracking bugs, customer service requests, and feature

requests through a ticketing software. Triage and escalate appropriately.

- Customer Communication; keep customers updated on the steps being taken to resolve their incident or service request.
- Product knowledge; maintain an understanding of product knowledge on existing and new features.
- Customer Training; schedule and teach users how to use Alma's features.
- Employee Responsibility; maintain department standards for attendance, coverage, and team responsibilities.
- Employee Honesty; access Alma production customer data in live sites while also adhering to the practices and procedures outlined in the company security handbook.
- Customer Engagement; proactively call customers to spark engagement, strategize ways to increase feature usage. Offer new feature demos to users to increase user adoption and earn commission.
- Customer Advocacy; stay connected with clients often enough to understand their current and future needs, and share this feedback to help Alma better design future product enhancements to meet those needs.
- Customer Partnerships; track relationships in sufficient detail so that management, salespeople and the marketing department can access information and match customer needs with product plans and offerings.

Education and Experience

- Bachelor degree or equivalent work experience
- Experience in K-12 setting
- Strong Communication skills, both oral and written
- Detail oriented; strong organizational and time management skills
- Fluent in Excel

Desired Knowledge, Skills, and Abilities

- Energetic and self motivated
- Strong interpersonal skills and ability to thrive in a fast paced, team environment

- Ability to manage multiple projects at a time while paying close attention to detail
- Ability to work independently and as part of a team
- Technologically adept, utilizing modern computer business systems (Google, Slack, JIRA, etc.)
- Openness and willingness to learn
- Analytical mindset with the ability to solve complex issues.
- A passion for interacting with customers and building the Alma community

The Company

Alma is a modern approach to student information and learning management that supports K-12 administrators, teachers, parents and students. We are a passionately driven team with the mission to provide this resource to every school, regardless of their financial constraints.

Alma offers a competitive benefits package including: flexible, hybrid work schedule; generous PTO; over a dozen paid Holidays; medical, dental, vision, and long-term disability insurance; two EAPs, and a public transportation subsidy for those commuting to work.

Note To Candidates

Alma Technologies is an Equal Opportunity/Affirmative Action Employer. We evaluate qualified applicants without regard to race, color, religion, sex, national origin, disability, veteran status, and other protected characteristics.

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they meet every one of the qualifications as described in a job description. We are most interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. We would encourage you to apply, even if you don't believe you meet every one of our qualifications described.