



Customer Relations Manager

Overview

The Customer Relations Manager is responsible for representing Academic Impressions (AI) to external audiences such as our customers, members, and subject matter experts through the management of incoming and outgoing communication channels, the management of agreements and travel and corresponding processing of payments and reimbursements for speakers at AI events, as well as maintaining the internal processes to support these responsibilities. This role is best suited for individuals who are operations and process-minded. As time and capacity allows, this will also include some support of leadership assessments as part of our bootcamps and customized programs. It is a detail-oriented role that requires experience with customer service and meticulous process management in a fast-paced environment.

Job Duties:

- Take the lead on all inbound communication from potential members, customers, and program attendees via phone, email, and chat
- Create and send all communications via email to program attendees through the lifecycle of each program
- Conduct quality checks of program information for attendees on our event websites and ensure product FAQs are accurate and up to date
- The creation, management, and processing of our agreements with subject matter experts for all programs
- Coordination of speaker travel and reimbursements for all programs
- Process some registration cancellations, billing mismatches, process coupons
- Aid in the management and processing of some leadership program assessments as needed

Skills & Qualifications:

- Strong customer service & interpersonal skills
- Ability to balance daily inbound customer communication with a variety of tasks with differing timelines and deadlines
- Experience developing processes to manage a lot of detail and moving parts
- Strong written communication skills
- Strong organization skills, meticulous attention to detail
- A drive to seek efficiencies and seek constant improvements
- Ability to connect the dots between customers to find and fix frequent issues

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- Strong technology skills with the ability to learn and troubleshoot new systems
- Adaptability and ability to pivot as priorities shift
- Experience with Salesforce a plus
- Bachelor's degree required
- Previous experience in higher education preferred

About Academic Impressions:

We work to serve and empower higher education administrators and faculty at colleges and universities through conferences, webcasts, publications, and membership. Each year we conduct thousands of hours of research and network with hundreds of experts to uncover the most innovative and impactful practices in areas like student enrollment and learning, faculty support and engagement, alumni and donor support, and increasing organizational productivity. Our highly focused and practical training sessions prepare and empower higher education administrators and faculty to effect meaningful change at their institutions.

Consistent with our belief that our employees are our most valuable resource, Academic Impressions offers a competitive benefits package.

- 100% Paid Medical, dental, and vision insurance for employee coverage plus 50% coverage for child dependents
- 401(k) retirement plan with company match
- Fully paid LTD, STD, FSA, and life insurance
- 15 days paid time off in addition to paid company holidays, including your birthday
- Closed the week between Christmas and New Years
- Dynamic growth and professional development opportunities
- Flexible work environment

Salary Range:

Starting at \$50,000 - \$55,000

Apply Here:

<http://academicimpressions.bamboohr.com/jobs>

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