



## Account Manager

\*Denver-metro area candidate strongly preferred\*

### Overview

The Account Manager (AM) is responsible for building and maintaining long-term relationships with Academic Impressions' members through active service and engagement, while identifying and promoting new sales opportunities with their member base. The AM will manage, maintain, and grow a portfolio of accounts with the intent of ensuring Academic Impressions is an integral part of each member's professional development operation. This role requires strong relationship management skills, oral and written communication, and technical savvy, as well as an understanding of Higher Education. The ideal candidate possesses a strategic, growth mindset, with a curiosity to understand the many nuances of Higher Education.

### Job Duties:

- Develops and maintains strategic relationships with membership stakeholders to create awareness of the benefits of membership, drive engagement, and grow and expand each partnership
- Operates as the primary point of contact for assigned Accounts for general questions, tech troubleshooting, resource recommendations, and all other member needs
- Monitor usage and engagement over the course of each membership's annual term, identifying and addressing gaps as necessary
- Conduct a high-quality onboarding experience for new Members through a combination of email communication, phone calls, and video calls
- Understand member needs and develop plans to address them
- Identify key institutional staff to cultivate lasting relationships
- Engage in sales and renewal conversations with each account
- Identify and address patterns involving member questions, concerns, and needs to continually improve the Membership product and our external communications
- Collaborate across internal teams
- Maintain internal documentation and communication in customer relationship management tool

[academicimpressions.com](http://academicimpressions.com)

5299 DTC Blvd., Ste. 1400  
Greenwood Village, CO 80111

T: 720.488.6800  
F: 303.221.2259



## Account Manager

### Skills & Qualifications:

- Adept at identifying and developing strategic growth opportunities for member accounts
- Strong customer service & interpersonal skills
- Ability to balance competing projects, timelines, and a variety of internal and external needs
- Ability and willingness to sell new products and services – B2B sales experience preferred
- Strong attention to detail
- Higher ed experience strongly preferred
- Experience with Salesforce a plus
- Bachelor's degree required

**Salary Range:** \$55,000-70,000

### To Apply:

<https://academicimpressions.bamboohr.com/jobs/view.php?id=57&source=aWQ9Nw%3D%3D>

### ----- 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:

[academicimpressions.com](http://academicimpressions.com)

5299 DTC Blvd., Ste. 1400  
Greenwood Village, CO 80111

T: 720.488.6800  
F: 303.221.2259



## Account Manager

- 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

[academicimpressions.com](http://academicimpressions.com)

5299 DTC Blvd., Ste. 1400  
Greenwood Village, CO 80111

T: 720.488.6800  
F: 303.221.2259