



# Customer Relations Manager

## Overview

The Customer Relations Manager is responsible for building relationships with Academic Impressions' external audiences such as its customers, members, and subject matter experts. This is accomplished 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 and improving the internal processes to support these responsibilities. This role is best suited for individuals who are operations and process-minded, in addition to those who prioritize superior customer service in every facet of their work. 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

Customer service:

- Take the lead on all inbound communication from potential members, customers, and program attendees via phone, email, and chat
- Prioritize and deepen customer and member relationships through collaboration with Account Management, Sales team, Content Team and other departments within the company
- Create and send all communications via email to program attendees through the lifecycle of each program
- Analyze and identify customer service issues to suggest and implement improvements that will impact productivity and customer satisfaction
- Develop and maintain positive relationships with subject matter experts

Internal process/administrative responsibilities:

- 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, coupons, etc
- Aid in the management and processing of leadership program assessments as needed

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

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Greenwood Village, CO 80111

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## Customer Relations Manager

### Skills & Qualifications:

- 3+ years experience in customer service and relationship building
- Strong professional communication skills, both written and verbal
- 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 organization skills, meticulous attention to detail
- A drive to seek efficiencies and constant improvements
- Ability to connect the dots between customers to find and fix frequent issues
- 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 preferred
- Previous experience in higher education preferred

**Salary Range:** \$50,000-60,000/year

### To apply:

<https://academicimpressions.bamboohr.com/jobs/view.php?id=59&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:

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- 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

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