CollegiateParent

# JOB DESCRIPTION

| | | | |
|---|---|---|---|
| **Title:** | **Account Manager** | **Status:** | **Non-Exempt – Part Time (20–25 hrs/week)** |
| **Date:** | **July 10, 2017** | **Reports to:** | **General Mgr./Production Mgr.** |

## JOB SUMMARY

The Account Manager is responsible for managing the products and relationships for partner university programs. They will collaborate with the production team to create and deliver excellent communication solutions (print guides and calendars, eNews programs, etc.) that support universities in their effort to keep college parents informed and engaged. The account manager provides exceptional customer service to university partner programs. They take great pride in their partners' projects, and support their partner in every step from envisioning the goals of the project, to making content recommendations, to editing written content to ensure a polished, professional, and engaging end product.

## KEY RESPONSIBILITIES

- Manage partner contracts and work orders as part of initial set up or renewal process
- Develop the core positioning, messaging, execution and delivery of products with the university partner
- Communicate and manage deadlines with university partners, serving as the primary contact for partners and maintaining/updating system information
- Coordinate, copy-edit, and refresh print and online content (text, photos, URLs) from university partners and other contributing sources; ensure that all final products are correctly and clearly written
- Make minor updates to university partner's content on the website
- Work with university partners to create their custom eNews and post their eNews content to our site

## JOB REQUIREMENTS

- Superb oral and written communication, with a strong ability to edit for grammar and context
- Customer service orientation
- Exceptional time management and planning skills
- Ability to balance competing priorities
- Strong judgment and decision making abilities
- Flexibility and resourcefulness working in a dynamic environment
- Creativity, innovation, and desire to continually improve
- Ability to effectively interact with staff, colleagues, cross-functional teams, and third parties
- Bachelor's degree, ideally in business, marketing, or communications

## ADDITIONAL SKILLS

- The ideal candidate has experience in Product Marketing, Customer Relations, or a related field
- The ideal candidate has experience in using Wordpress, InDesign, Photoshop, Mailchimp and Salesforce or comparable programs, and is comfortable learning to use new tools.