

Customer Relationship Manager II Job



Req# 202877BR

Position Title Customer Relationship Manager II

Position Summary Performs account maintenance responsibilities in a non-quota-bearing environment. Responsible for Pre/Post sales support for assigned large accounts according to department strategy. Account set-up and on-going contract management to include registration and maintenance of accounts and subsidiaries, account structure definition. Monitors and resolves order status. Conducts and project manages product/solution demonstrations, conducts quarterly account presentations for customer and identifies sell up opportunities and position value assessed services. Distributes and maintains implementation documents. Initiates and conducts first bill review with customer. Provides training as needed to sales teams and clients. Provides monthly account reports which identifies opportunities for additional sales. Prepares information for monthly and quarterly meetings with customer.

Candidates in the Austin, Denver, Kansas City, and DC area will be considered. * Remote work locations may be considered as well.

Basic Qualifications

- Bachelor's degree and two years related work experience or six years related work experience post high school
- Two years account maintenance or sales experience
- Two years project management experience

Preferred Qualifications

- Fluency in American Sign Language
- Familiarity with Pro-Tactile communication
- Ability to read and utilize Braille communication.
- Knowledgeable about technology and communication tools for the Deaf-Blind
- Experience with customized outreach and marketing to Deaf-Blind

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Equal opportunity Employer/Disability/Vet