



Client Services Manager

WHY WORK WITH EDULOG?

As an employee at EDULOG you will have the opportunity to gain invaluable experience in the software industry while helping improve the student transportation system through our leading-edge technology nationally and internationally. EDULOG is a great company to expand on your existing knowledge and provides you with opportunities to grow professionally and move interdepartmentally as your skills develop. EDULOG is a collaborative and creative atmosphere where employee ideas are encouraged and appreciated.

SUMMARY & OBJECTIVE

The Client Services Manager is responsible for maintaining effective customer service for all internal and external Education Logistics customers. Depending on experience, the manager will oversee operational sub-groups tasked with:

- Product support
- Training, both internal and external
- Services delivery (implementation of paid-for service contracts)
- Data services (the team tasked with building data for new client sites)
- Employee on-boarding (from a substantive rather than administrative perspective)
- Interfacing with Engineering to transition new software versions from Engineering to Operations, including user acceptance testing.

The Client Services Manager reports directly to the Chief Operating Officer.

ESSENTIAL FUNCTIONS

- Develop and implement procedures pertinent to the effective and efficient operation of the Client Services department
- Participate in annual planning, identifying and implementing group goals and objectives
- Partner with the management team to align Client Services department policies and systems with the operations and company's objectives
- Develop and implement a substantive employee on-boarding process
- Oversee employee training and development (Training Team Lead will report to the Client Service Manager)
- Oversee client training (Training Team Lead will report to the Client Service Manager)
- Monitor support ticket queue and follow-up on high priority tickets
- Perform annual employee evaluations
- Provide employee coaching and guide professional development throughout the year
- Assist in facilitating work to be performed with other Edulog groups
- Oversee the Service Level Management Group (the Service Level Management Team Lead reports directly to the Client Services Manager)

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- Help with the creation of order forms for additional service sales
- Collaborate with the Sales group and Account Management to generate the sale of paid-for services.
- Oversee operational User Acceptance Testing
- Contribute to operational management
- Identify and execute on continuous improvement opportunities
- Identify and execute on opportunities to cut costs of service delivery while maintaining service quality and to increase revenue generating opportunities
- Report on group key performance indicators
- Develop and maintain in-depth working knowledge of Education Logistics systems and processes
- Perform other related duties as assigned by the COO

EDUCATION & EXPERIENCE

- Bachelor's degree
- Strong understanding of customer experience practices and procedures
- At least 2+ years of managing a customer experience team or related area
- Strong presentation skills, mentoring and coaching skills, and team building skills
- Fosters communication throughout the company and is a positive advocate for the clients and company as a whole
- Have strong communication skills to communicate effectively with customers, employees and senior executives
- Software as a service and sales experience is a plus
- Knowledge regarding training best practices is a plus

POSITION TYPE & EXPECTED HOURS

This is a full-time position, 40 hours per week with shifts within a window from 4 am to 6 pm, Monday through Friday, with occasional weekend work during the busy times of the year.

TRAVEL

Minimal travel is expected for this position.

OTHER DUTIES

Any as assigned by the COO. This job may change from time to time as the needs of the company change.

HOW TO APPLY

Please visit our website at <https://www.edulog.com/careers/> to fill out an application and submit a cover letter and resume.

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