



ATHENA SERVICE LEVEL MANAGER

WHY WORK WITH EDULOG

Education Logistics (EDULOG), the leading provider of transportation routing software and associated services for school districts, is seeking an Athena Service Level Manager who is ready to take over an established position and join an expanding team.

Founded in 1977, Edulog provides logistics solutions to school districts and bus contractors across North America, supporting a vast number of employees, staff and other stakeholders to ensure safe, efficient transportation to their student population. With a strong customer-first culture, we are looking for an individual with technical skill, empathy and experience with various CRM and software solutions. As a Service Level Manager, you will set a clear vision so that the entire process is transparent for the client and they know what to expect. This program is designed to focus on new customers post-implementation. Our Service Managers are expected to build strong relationships with clients that are fostered by gathering customer feedback in real-time, ensuring that the customer's product configuration is completed to their needs; they are trained, comfortable, and fully utilizing the product(s). The goal of this program is to develop an educated and self-sufficient customer, preparing them for handoff to our support team.

SUMMARY & OBJECTIVE

A successful candidate will be a self-starter and a contributor that excels at dealing with ambiguity. Our ideal candidate may not have extensive previous experience, but will be a quick learner who is capable of multi-tasking, has strong critical thinking skills, and can provide a strong, well-organized contribution to the department. The candidate should have previous implementation and technical support experience. They will also bring a strong attention to detail and a reputation as someone who focuses on the customer, brings simplified solutions to complex problems, and completes projects on time.

DUTIES & RESPONSIBILITIES

- Ability to handle multiple projects and various tasks simultaneously.
- Work side by side with the rest of operations to ensure a smooth onboarding experience.
- Review and troubleshoot account issues during the project phase.
- Identify opportunities to proactively intervene on the client's behalf.
- Uncover any upsell opportunities.
- Acting as a customer advocate for product function, quality, and usability.
- Train users on how and when to open support tickets and inquire about additional assistance.
- Drive customer retention and reduce churn by increasing customer satisfaction during the project phase.
- Champion opportunities to consistently improve the Edulog experience and continue to evolve the program.
- Ability to interview clients to document and translate client needs that will help build a training curriculum.



SKILLS & QUALIFICATIONS

- Direct experience managing customer-facing projects.
- Good interpersonal skills and the ability to work under pressure.
- Have a natural curiosity in learning new skills and exploring how new tasks and processes with impact the business.
- Passion for customer success and excellence.
- Excellent organizational and time management skills.
- Has a desire to be helpful and find new ways to assist in the daily functioning of the department
- Capable of multi-tasking.
- Strong critical thinking skills.
- Is interested in an entry level position with opportunities for further growth.
- Experience with school bus routing is a plus.
- Track record of developing strong, collaborative customer relationships that result in long-term, referenceable clients.
- Ability to multitask and manage multiple moving parts while actively prioritizing activities and deliverables.
- A solid knowledge of how to execute high-touch customer programs leading to successful customer engagements.
- Ability to work independently in highly ambiguous environments, with both technical and business groups internally and externally.
- Experience with Salesforce software.
- Exposure to Prince2 project management principles.

TO APPLY: Please visit our website at <https://www.edulog.com/careers/> to complete an application, and submit your cover letter and resume.