



Account Manager

Founded in 1977, Education Logistics, LLC (Edulog) provides logistics solutions to school districts and bus contractors across North America. Edulog offers exciting opportunities to enhance your career as part of an industry-leading software company. You will join teams that improve student transportation systems through innovative technology across the U.S. and internationally — gaining invaluable experience, growing professionally, and thriving in a collaborative, creative atmosphere where your efforts are appreciated.

Position Summary

The Account Manager is the commercial owner for Edulog's existing customer base, accountable for renewals, upsells, downsells, cross-sells, and contract accuracy across an assigned territory of school district accounts. This role protects and grows recurring revenue by managing the full lifecycle of the customer relationship after the initial sale: renewal strategy and negotiation, expansion into new bundles and modules, migration of legacy contracts to current terms, and resolution of pricing or billing issues before they become churn risk.

This is not a support or account-coordination role. The Account Manager carries direct commercial accountability for a defined book of business, owning the renewal number, the expansion number, and the accuracy of the contract and pricing data behind both. They work closely with Customer Success (who own product adoption and day-to-day service), Sales, RevOps, and Finance, but the AM is the one who owns the outcome when it comes to what the district is contracted for, at what price, and for how long.

Key Responsibilities

Renewal & Retention Ownership

- Own the end-to-end renewal cycle for an assigned territory, from renewal readiness and pricing through negotiation and contract execution
- Build account-by-account renewal strategy, accounting for contract term, termination-for-convenience windows, board budget cycles, and prior pricing commitments
- Maintain accurate renewal forecasting (timing, dollar amount, and risk) in Salesforce
- Identify at-risk accounts early and drive save plans in partnership with Customer Success and Support

Expansion: Upsell, Cross-Sell & Migration

- Own upsell and cross-sell targets across Edulog's bundle framework (Routing & Planning, Route Intelligence, Driver Experience, Student Visibility)
- Identify white space within the assigned book, including modules not yet adopted, vehicles not yet licensed, and districts priced below target, and build account plans to close the gap
- Lead migration conversations for districts on legacy contract structures or pricing toward current bundles and multi-year terms
- Partner with Customer Success and Solutions Engineers on scoping and positioning for expansion opportunities that require a technical demo or new-module evaluation



- Work with third-party partners to uncover margin on pass-through revenue, using it as a retention and stickiness tool within the account

Contract & Commercial Accuracy

- Own pricing, discounting, and contract terms for renewals and expansions, within approved pricing guardrails
- Partner with RevOps and Legal on contract construction, amendments, and non-standard terms
- Manage billing and invoice questions or escalations tied to owned accounts, including co-term and consolidation scenarios

Account Planning & Relationship Management

- Serve as the primary commercial point of contact for an assigned portfolio of school district accounts
- Build and maintain account plans covering contract status, stakeholder map, adoption signals, and expansion opportunity
- Partner with Customer Success on overall account health, with a clear line between commercial ownership (this role) and day-to-day product support and training
- Represent the voice of the customer internally on pricing, packaging, and product feedback

Cross-Functional Collaboration

- Partner with RevOps on territory assignment, quota tracking, and reporting accuracy for the AM book of business
- Work with Finance/RevOps on ARR reconciliation and invoice consolidation for co-terming and renewal opportunities
- Escalate systemic gaps in pricing, packaging, or product to leadership, supported by account-level data

What Success Looks Like

In the first 6–12 months, the right person will have:

- Learned the assigned territory's full book of business, including contract status, renewal dates, ARR, and expansion white space for every account
- Met or exceeded renewal retention targets for the territory
- Closed a meaningful set of upsell/cross-sell opportunities identified through account planning
- Cleaned up contract and ARR data discrepancies between Salesforce and Rillet for the territory
- Become the trusted commercial point of contact for district stakeholders across their book
- Developed a strong command of the value adds of Edulog's products and bundles, with the ability to deliver a confident elevator pitch and live demo of each

Who You Are

You are commercially minded and relationship-driven. You know that renewals and expansion are won through preparation, not persuasion in the moment. You read a contract closely, know what a termination clause or price escalator means for your renewal timeline, and never get surprised by a district's budget cycle.

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Education Logistics, LLC is an equal opportunity employer.



You manage a full portfolio without losing the thread on any one account. You're comfortable having a direct pricing or renewal conversation with a district's transportation director or business office, and you know when to loop in Customer Success, RevOps, or leadership rather than solve it alone.

You treat your data as your accountability. If Salesforce says something different about one of your accounts, you find out why and fix it. You see white space in your book as your responsibility to surface and close, not something that happens to you.

Qualifications

Required	Preferred
• 2–5 years in Account Management, Renewals, Customer Success, or a customer-facing commercial role • Experience owning a book of business against a renewal, retention, or expansion quota • Comfortable negotiating pricing and contract terms directly with customers • Strong organizational skills managing a portfolio of 80+ accounts simultaneously • Ability to read and act on contract terms (termination-for-convenience windows, auto-renewal, co-term dates, price escalators) • Working knowledge of Salesforce or a comparable CRM • Ability to travel occasionally for tradeshow and/or in-person district meetings	• EdTech or K-12 experience strongly preferred • Experience with Salesforce, CPQ/quoting tools, or contract management platforms (e.g., Concord, DocuSign) • Experience with multi-year, consumption-based, or per-vehicle pricing structures • Familiarity with SaaS retention metrics (NRR, gross retention, expansion ARR) • Experience partnering with Finance/RevOps on billing or contract reconciliation • Background supporting or transitioning accounts through system migrations

What We Offer

- Competitive salary and performance bonuses
- Comprehensive health, dental, and vision insurance
- Flexible work arrangements
- Professional development opportunities
- 401(k) with company match
- Collaborative and mission-driven culture

TO APPLY: Submit a resume and cover letter to careers@edulog.com. Please note the position you are applying for, and your name, within the subject line. Applications will be reviewed on a rolling basis.