

Customer Solutions Specialist

Full-time (40 hours; 5 days/week)

Exempt

Remote work

Reports to: VP of Customer Solutions



Purpose: Provide software sales solutions of MBA Plugins to K-12 schools, domestic and international. MBA Customer Solutions Specialists share product demos with customers to assist with K-12 solutions to improve SIS software, efficiency, communication, and data integrity.

Duties/Responsibilities:

- Build relationships with school district contacts
- Maintain current customer account contact records
- Create quotes for products per customer purchase request
- Investigate and identify new potential customers to grow the customer base
- Provide solutions/options if problems are encountered
- Work collaboratively with other members of sales team

Required qualifications:

- Excellent interpersonal and customer service skills.
- Excellent sales and negotiation skills.
- Excellent organizational skills and attention to detail.
- Excellent presentation skills with a flair for customer engagement
- Extremely strong written and oral communication skills
- Motivated to expand and grow the business
- Keen listening skills for customer needs/pain points
- K-12 experience
- PowerSchool experience
- Microsoft products (word, excel)

Preferred qualifications:

- Desire to be customer serving
- Knowledge of MBA Plugins
- Strong understanding of the sales process – creating leads to close of sale
- Prior experience using CRM Software
- College degree or comparable work experience

Essential Functions:

- Monday - Friday normal business hours, may be required to work across time zones.
- Ability to work remotely from a home office
- Ability to work on a team and individually with minimal supervision
- Work on multiple projects simultaneously while meeting tight deadlines
- Proficient in Windows or Mac OS
- Expectation to honor completion dates or set expectations with solutions if necessary.
- Ability to travel overnight to attend conferences, sales meetings, customer meetings