



We have an opening for: **Client Manager – Full-Time**

**Elevate** ([www.elevateims.com](http://www.elevateims.com)), headquartered in Atlanta, Georgia, with one additional office in Ithaca, New York, is one of the premiere fundraising consulting firms, specializing in fraternity/sorority alumni communication programs and major capital campaigns. We strive to provide excellent customer service and work with our clients to maximize the gifts over costs. We seek to hire someone who shares our values and enjoys a fast-paced, friendly, collaborative, and ambitious work environment.

This position is located in our Ithaca NY office.

**The client manager will be responsible for the overall management of select clients' communication and fundraising activities, including but not limited to the following:**

- Manage, support, and service the account-related needs of an assigned group of clients.
- Manage all client communications, conflict resolution, and compliance on client deliverables and revenue.
- Review all deliverables to maintain quality standards and ensure that client needs and expectations are met in a way that improves customer satisfaction and increases profitability for the company.
- Ensure clients receive maximum benefit from the company's products and services, introduce new products, answer customer service questions, and resolve issues related to functions such as billing.
- Provide regular two-way communication between the client and production team to effectively represent the client's goals and interests and set proper client expectations.
- Interact productively and effectively with various departments, providing input geared toward appropriate sales opportunities, product improvements, and streamlined business operations.
- Create and present timely, accurate, and complete reporting of program outcomes to clients, including recommendations for next steps.
- Proactively conduct strategic account reviews with all assigned clients on a regular basis to gauge service needs and usage trends. Identify products and pricing that meet client needs and business objectives.
- Develop annual communications plan for each client, complete with deadlines and details of each communication piece and special projects suggested.

**Required skills:**

This position requires superior organizational and time-management skills, as well as deft multi-tasking abilities.

Some travel is required to attend organizational board meetings, trade shows, and conferences.

In addition:

- Strong oral and written communication skills

- Ability to use basic Microsoft Office products (Outlook, Excel, Word, etc.)
- Ability to identify and resolve problems in a timely manner and respond promptly to requests for service and other assistance
- Maintain a positive attitude and work well with others; is willing and able to communicate effectively with teammates and support end users
- Handle multiple concurrent activities and work independently, sometimes with little oversight

### **Education/Experience:**

Candidate should have a bachelor's degree from an accredited college or university. It is **preferred that the candidate be a member of a collegiate fraternity or sorority**, with continued involvement as an alumnus/alumna. Preferred consideration will be given to candidates who have current or previous work experience as a member of a fraternity or sorority headquarters staff.

### **Compensation:**

This is a full-time position with salary commensurate with experience.

This position will be open until filled with a qualified individual. Qualified candidates should e-mail their resume and cover letter including salary history to [bconrad@elevateims.com](mailto:bconrad@elevateims.com).