



Client Services Manager

Company Background

Assessment Systems Corporation (ASC) is a leading provider of robust web-based assessment platforms built upon leading-edge psychometrics. We operate in several market segments where people are assessed on their skills, knowledge, and performance, including Certification/Licensure, Education, and Workforce. Our goal is to help ensure that organizations that are assessing people are doing so most effectively and fairly, by leveraging best practices, sound psychometric science, and efficient technology.

Summary of Position

The primary responsibility of this role will be to work with our clients to ensure that they maximally benefit from our software and consulting services, while managing expectations and ensuring that contractual requirements are met.

Key Responsibilities

Support product delivery and project management

- Coordinate client and internal team activities to ensure delivered solution meets clients' needs
- Lead and work collaboratively with team in project planning and management
- Prioritize schedules and resource allocation
- Provide ongoing project plan/status reporting to Management and client stakeholders
- Manage client expectations
- Ensure successful product/project delivery after the sale
- Educate clients in best practices in assessment and use of our software
- Provide support for exam publishing, delivery, and results processing

Support Consulting Projects

- Provide consultation on best practices to clients, and help manage consulting projects. Topics include but are not limited to: certification, accreditation, job analysis, test design, standard setting, policies & handbooks, assessment operations & scheduling, psychometric reports.

Build Customer Relationships and advocate for clients

- Build trust for long-term retention of customers
- Serve as point of contact for major clients, learning their business and assessments
- Onboard new clients and assure successful use of software
- Maintain historical project and client records in CRM system
 - Communications history
 - Keep revenue opportunities up-to-date
 - Ensure that renewals are processed

Identify Needs & Recommend Solutions

- Conduct needs assessments with clients to fully document their requirements
- Develop customer-driven solutions by consulting on assessment needs, recommending current system functionality, or designing new technical functionality as needed
- Initiate, coordinate and conduct formal presentations, and written proposals
- Discover and shape client requests for additional services or software functionality
- Deliver product demonstrations

Minimum Qualifications

- Three or more years of experience in account and customer management
- Bachelor's level degree, preferably in an assessment-related field (e.g. Psychology, Education, or Human Resources)
- Experience supporting mid-sized/large client programs
- High level of organizational skills
- Excellent speaking, writing, and presentation skills
- Proficiency in Microsoft Office suite and Google Suite

Preferred or Desired Qualifications

- Understanding of, or experience in, high stakes testing
- Understanding of Project Management principles
- Business acumen
- Cultural Awareness
- Bi-lingual/Multi-lingual
- Strong initiative, able to work independently in a fully remote company
- Desire to learn and update job knowledge
- Experience in technical support of software
- Experience with NCCA or ANSI accreditation of certification programs
- Past experience at a certification organization or in education

Additional Information

Assessment Systems offers competitive compensation and benefits. As an employee, you will have access to cutting edge technologies in a thriving industry while working in a fun, professional, and positive environment. You will have excellent opportunities to excel and to be rewarded for that effort. To join our successful team, please forward your resume, cover letter, and any salary expectations via email to jobs@assess.com.

Supervisory Responsibility

This position has no direct supervisory responsibility but will coordinate the work of several staff.

Work Environment

This job operates in a professional, casual dress, environment. This role routinely uses standard office equipment such as computers, phones, printers, and filing cabinets. Assessment Systems is a fully virtual company.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear, use a computer, and organize paper materials.

Expected Hours of Work

This is part-time position, and hours of work and days are typically Monday through Friday, 8:00 a.m. to 5 p.m. CT. Some hours outside this range are possible because of international clients.

Travel

Up to 5%

Assessment Systems is an Equal Opportunity Employer.

Assessment Systems is an E-Verify participating employer.

Employment is contingent upon a successful background check.