

Job Description: Account Associate

An Account Associate for The Center for Leadership Studies (CLS) will be responsible for providing positive, effective and proactive customer service by utilizing excellent, in-depth knowledge of company products and programs. Complete all necessary work to ensure the customer receives the best service(s) and/or information requested in a timely fashion. This position performs a variety of sales support services and is under the supervision of the VP of Sales.

Key Responsibilities:

- Work closely with the Senior Account Executive team to execute all customer orders in a timely and efficient manner ensuring deliverables are of the highest quality and to client satisfaction. This includes the following:
 - Place all product orders in Salesforce.com
 - Act as primary support for execution of client contracts and agreements
 - Ensure all orders are billed and completed by working with Accounting to ensure payments are collected and orders are closed
 - Take the lead on all accounts after the initial sale has been made
 - Regularly contact customers to check on sessions
 - Gauge customer interest for upsell opportunities
 - Inform customers when new products are released
 - Send customers certain Marketing materials or anything else that might enhance their customer experience
- Maintain and update Salesforce.com
- Provide necessary follow-up and initiate customer correspondence when necessary
- Resolve customer complaints, returns, shortages and adjustments to orders
- Monitor and report on client activities and provide relevant information to Senior Account Executives and customers as needed

Requirements:

- Currently living in the Raleigh/Durham area
- Strong background in customer service
- Demonstrated success in developing and maintaining client relationships
- Autonomous self-starter with a sense of urgency to accomplish tasks and projects
- Exceptional leadership and communication skills, both verbal and written, demonstrated by ability to interact directly with clients at various levels, including Senior Management
- High energy and established organizational skills
- Ability to thrive in a very fast paced and dynamically changing environment



A successful candidate will be:

- Hardworking, persistent, dependable and responsive;
- Have good judgement, show maturity and be positive and enthusiastic about the job;
- Be an excellent team member, as well as team leader; and
- Maintain a reputation for professional credibility and personal integrity

We offer a competitive and attractive compensation package, including:

- Career opportunities
- Performance culture
- Comprehensive medical/benefit coverage

Company Overview:

For more than 45 years, The Center for Leadership Studies (CLS), founded by Dr. Paul Hersey, has been the global home of the original Situational Leadership® Model.

With over 14 million leaders trained, Situational Leadership® is the most successful and widely adopted leadership model available. Deployed in more than 70% of Fortune 500 companies, Situational Leadership® transcends cultural and generational differences and equips leaders around the globe with the skills necessary to address a specific challenge, drive behavior change and increase productivity. CLS' diverse product portfolio includes a comprehensive off-the-shelf leadership curriculum founded on our proven, research-based competency model. In addition, CLS has more than 25 years' experience designing and developing award-winning custom training solutions.

CLS services customers both domestically and internationally through an extensive network comprised of over 200 learning professionals in more than 30 countries. Our global affiliates and facilitators understand the nuances present in each culture, allowing for the delivery of innovative, high-quality training programs in localized languages.

Our Values:

At The Center for Leadership Studies we view each customer opportunity as a long-term partnership. In such relationships, we believe that the values of the people that you choose to do business with can have an equal impact on the success of your learning endeavors as can the technical skillsets. Put a different way, we feel it's important for you to know who we are and what we stand for. Below are the values we strive to live by each day. They represent the expectations that we have for each and every CLS team member:

Be Responsive: Service Is Inside And Out

Do what you say you are going to do when you say you are going to do it. Don't over promise and never under deliver

Embrace Teamwork: Invest In Others

Strive to continually develop and nurture your base of personal power

Own Your Actions: Take Personal Responsibility

Follow through on your commitments with relentless attention to detail, completion and results

Maintain Your Integrity: Do the Right Thing

Communicate openly and honestly: Develop a reputation grounded in personal and professional credibility

Have Fun: Take a Minute to Smile

Enjoy the journey (celebrate victories; keep setbacks in their proper perspective). Embrace the fact that work and fun are NOT mutually exclusive terms