



## Open Position: Account Manager

Posted: November 15, 2016. To be Closed Upon Filling the Position.

Location: Boulder, CO (greater Denver area)

---

### **About FATV:**

Financial Aid TV (FATV) is a 15-year old educational publishing company based in Boulder, CO that works directly with colleges and universities across the country. FATV specializes in creating and distributing short online Financial Aid videos to school clients.

School clients use FATV services to educate students, answer student questions, and outreach to prospective students. FATV oversees all content development to ensure it stays current as state and federal financial aid programs change.

It is an exciting time at FATV as we have a wide variety of challenging projects and opportunities. We offer a very fun and collaborative work environment that values a good and family-friendly quality of life. We have a large Boulder-based team, with the remainder of the team remotely stationed across the U.S.

### **About this Position:**

FATV is looking to hire an Account Manager in the greater-Boulder/Denver area to join our Client Relations team. This role currently blends time spent at the FATV office in Boulder with some time spent working from home.

Primarily, the Account Manager will have an outward-facing role: to manage existing client relationships, as well as launch new clients, and ensure that they successfully implement FATV after ordering the service. FATV will provide proven processes for managing clients and expect you to put your own personal touch on the role and make it your own.

### **Key Areas of Responsibility:**

- Managing new and existing client relationships
- Evaluating success metrics for clients and crafting customized plans to ensure client success
- Engaging successfully with diverse/challenging personalities and institutional bureaucracies
- Managing a multi-step launch process with new clients
- Assessing existing clients to recognize ways in which they can better utilize FATV
- Identifying best practices used by clients and determine ways to communicate them to other clients



### **Qualifications:**

- Experience in the Financial Aid Industry or Education space a significant plus
- Experience working from a home office, and in a team environment
- Experience building and strengthening client relationships
- Detailed, organized and efficient with the ability to self-manage
- Ability to assess and re-assess priorities multiple times within a given day
- Must see every challenge as an opportunity
- Respect for deadlines and an inherent pride of a job done well (no matter how small the job)
- The ability to synthesize client input and turn it into tangible deliverables
- Energetic and easy-going personality (not to be mistaken for a pushover) that enjoys engaging clients and co-workers
- Must not be satisfied with the status quo, as we are striving always to improve
- Comfortable working within online programs such as Salesforce, Google Docs and Apps, BaseCamp (or similar project management software) and in the technology field broadly
- Self-motivated
- Knowledgeable about social media and new media (Facebook, Twitter, YouTube, etc.)
- ABOVE ALL ELSE, MUST BE AN EXCELLENT COMMUNICATOR AND POSSESS A CAN-DO ATTITUDE!

### **Compensation:**

Competitive salary, commensurate with experience, and benefits.

### **Industries:**

Higher Education, Technology

### **References:**

Please be prepared to provide references.

### **How to Contact Us:**

Please send an email, along with cover letter and resume, to [jobs@financialaidtv.com](mailto:jobs@financialaidtv.com).

*Revised November 15, 2016*