

# Account Coordinator

An Account Coordinator for The Center for Leadership Studies (CLS) provides day-to-day administrative support to our sales team to ensure smooth sales procedures are followed. An Account Coordinator will be responsible for providing positive, effective and proactive customer service by utilizing excellent, in-depth knowledge of company products and programs. To be successful in this role, the Account Coordinator should be highly organized, able to multi-task, work cross-functionally across multiple teams and departments and be able to adapt to the dynamic needs that a client-facing role entails. This position performs a variety of sales support services and is under the supervision of the Director of Operations.

## Key Responsibilities:

- Work closely with Account Managers and Senior Account Executives to execute all client orders in a timely and efficient manner, ensuring deliverables are of the highest quality and to client satisfaction. This includes the following:
  - Manage orders in Salesforce.com
  - Draft and track the status of client agreements
  - Ensure all orders are billed and completed by working with Accounting to ensure payments are collected and orders are closed
  - Manage client workshops
  - Manage the scheduling and booking of CLS Contract Trainers for client workshops
- Maintain client records in a CRM (Salesforce.com)
- Assist Senior Account Executives in closing business by tracking progress and following up with the client when necessary
- Address client issues, returns, shortages and adjustments to orders
- Monitor and report on client activities and provide relevant information to Senior Account Executives and clients as needed
- Maintain client records in proprietary and non-proprietary web applications as part of client workshops



- Perform additional duties as requested by management

## Requirements:

- Demonstrated success in developing and maintaining client relationships
- Works well cross-functionally as a team player to provide internal client support
- 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
- Ready to contribute to the success of the organization right away
- Ability to thrive in a very fast paced and dynamically changing environment

## Preferred Requirements:

- Currently living in the Raleigh/Durham area
- Experience with Salesforce.com or other modern CRM
- Experience with Office 365 suite of products (Outlook, Teams)

## Company Culture and Benefits:

The Center for Leadership Studies (CLS) is a performance-based culture built on trust and respect. We offer a competitive and attractive compensation package, including:

- Comprehensive medical benefits/coverage
- Flexible time off
- Flex time and flexible workplace options
- Paid maternity and paternity leave
- Generous annual holiday calendar
- Educational assistance
- Highly collaborative and positive workplace
- A company focus on culture



## Company Overview:

For more than 50 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 of 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 35 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 skill sets. 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.

For additional information, please direct inquiries to  
[\*\*jobs@situational.com.\*\*](mailto:jobs@situational.com)