



# Executive Education Account Manager

## Job Description

### JOB INFORMATION

Job Code:	134016
Job Title:	Executive Education Account Manager
FLSA Status:	Exempt
Supervisory:	
Job Family:	Sales
Job Family Group:	Marketing and Events
Management Level:	7 Individual Contributor

### JOB SUMMARY

Builds, develops, and leads day-to-day client relationships. Serves as primary point-of-contact for account issues, and maintains communications with clients, relevant colleagues and stakeholders. Oversees and manages all program logistics (e.g., facilities, catering, project management) for highest quality delivery of open and custom programs assigned. Supports sales director with account renewals, ensuring continuation and growth of accounts. Directs the control of relevant budgets, ensuring value for money and cost control. Utilizes knowledge of Marshall offerings, financial targets, and client needs to ensure appropriate terms are offered and can be delivered. Leads review of program financials, manages client invoices, and creates and maintains up-to-date documentation.

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	

#### Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education
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#### Work Experience

Req	Pref	Work Experience	Experience Level
X		3 years	
	X	5 years	

#### Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience
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#### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Bachelor's degree in accounting, marketing, business, hospitality management, or related field. Three years' experience in event management, overseeing program management and logistics, and achieving aggressive growth targets in account management and/or business development. Demonstrated experience in key account, project,

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
		and team management, with proven ability to manage multiple internal/external stakeholders. Proven negotiation, networking, and influencing skills in business development and/or consultative sales. Excellent written and oral communication skills, with proven attention to detail, and the ability to interpret, analyze, and apply pertinent policies, procedures, regulations, and requirements. Expertise with office management, time-tracking, event management, project-monitoring, and customer relationship management (CRM) software and tools (e.g., Microsoft Office, Salesforce, C-Vent). Experience presenting ideas, solutions, detailed information, and summaries in non-technical, business-friendly terms. Excellent interpersonal and diplomatic skills for communicating tactfully with all levels of staff and diverse groups of individuals.
	X	Knowledge of the business and leadership training and development market, and the offerings from USC Marshall and its market competitors. Advanced knowledge of Qualtrics and/or other project management/education software systems. Demonstrated experience with integrated marketing strategy and execution.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Builds, develops, and leads day-to-day relationships with clients and stakeholders, looking for short- and long-term opportunities to meet revenue delivery targets. Oversees and manages all program logistics (e.g., facilities, catering, project management) for highest quality delivery of open and custom programs assigned. Serves as primary point-of-contact (POC) for clients' daily account issues, and maintains communications with relevant colleagues and stakeholders. Proactively anticipates, reacts to, and problem-solves issues, ensuring consistent services is provided. Collaborates with team to help resolve larger problems, and escalates issues to sales director when immediate resolutions are needed to retain client commitments.				
Supports sales director with account renewals, ensuring continuation and growth of accounts. Participates in client review process, as requested. Leads renewals and growth of portfolio, as needed and appropriate, dependent on client, size, and more. Regularly attends sales meetings with director and assistant dean, reviewing status of accounts and overall sales funnel profiles.				
Directs the control of relevant budgets, ensuring value for money and cost control. Works to achieve and/or exceed their own margin targets (and clients' target budget, depending on portfolio), and contributes toward those of the team. Proactively searches for and makes new revenue and/or engagement opportunities.				
Leads client contract/agreement negotiations and renewals, as appropriate, securing best possible commercial outcomes for both the clients and Marshall. Utilizes knowledge of Marshall offerings, financial targets, and client needs to ensure appropriate terms are offered and can be delivered. Creates and manages the execution of integrated communication strategies. Leverages the USC and Marshall brands and incorporates appropriate channels (e.g., flyers, email newsletters, social media) to translate and showcase project designs and business won for targeted and/or general audiences of clients and stakeholders.				
Ensures compliance with Marshall commercial and financial management procedures, and effective use of financial resources, with programs delivered to budgets and within margins. Leads review of program financials, manages client invoices, and creates and maintains up-to-date documentation. Updates CRM (Salesforce) pipeline for clients, ensuring forecasts are accurate and support effective decision-making.				

## Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident.

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			No

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.