

## **Partner Engagement Specialist**

The **Partner Engagement Specialist** role is a key position in driving 7 Mindsets to our next level of growth in the K12 social-emotional learning and student mental health sector. The Partner Engagement (PE) team provides the first impression of our entire customer experience. The PE team welcomes all new customers and are responsible for onboarding, scheduling trainings, ongoing customer support and renewals and expansion with the existing school districts.

### **The Partner Engagement roles and responsibilities include but are not limited to:**

- Maintain accurate records in Salesforce, update client information, and record all customer interactions.
- Assist the PE Director with annual renewal process for existing customers, produce quotes and respond to renewal questions.
- Account management responsibilities with key accounts and upsell opportunities.
- Coordinate with Finance team to ensure accuracy of invoicing for renewing customers.
- Work closely with Ed Services team to schedule trainings and support key accounts.
- Collaborate and communicate updates on activities/initiatives with cross-functional teams to enable different levels of customer support.

### **Experience & Skills Required:**

- Must have SaaS sales/renewals experience
- Strong attention to detail
- Ability to clearly communicate effectively, expressing requirements and expectations to a wide range of individuals
- Excellent written communication skills
- Willingness to manage multiple tasks at once and adhere to processes and deadlines
- Computer literate, especially email (Outlook/Teams), spreadsheets (Excel), and CRM (preferable Salesforce)
- Cooperative and communicative attitude with team
- 1-3 years with Customer Success and/or Account Manager experience

In addition to a great track record and a strong skill set, we are looking for a team player who will enjoy being part of our small, but mighty team, and will embrace the 7 Mindsets culture and appreciate the 7 Mindsets corporate values.

This is a remote position with occasional travel required to manage events and attend meetings.

For more information, please contact [caroline.king@7mindsets.com](mailto:caroline.king@7mindsets.com) or fill out the form at [www.7mindsets.com/careers/](http://www.7mindsets.com/careers/)