



Job Description

Title: Corporate Account Manager

About Catalist

Catalist is a matchmaking and measurement platform for companies and causes. Catalist's SaaS technology helps companies and causes find each other and measure their collective social and bottom line impact.

Our Core Values

ReThink

Some may call it Innovation, Disruption, a Breakthrough. We like to say that we rethink the status quo in order to effectuate social change – a type of change that is real and tangible. We are dedicated to creating solutions for companies and causes to ignite progress easier, quicker and more effectively.

Keep It Smart

We have one simple mission: to connect companies and causes. In order to achieve this simple mission, we must always keep our platform smart, thoughtful and relevant to our users. How we do that is deeply rooted in advanced technology, prescriptive methodologies and more data than any of us can handle.

Make It Easy

Our clients have big goals and even bigger hearts. But they are also busy and getting busier every day. At Catalist, we pride ourselves on creating stellar customer experiences that make connections for social change easy.

Position Summary

The Corporate Account Manager reports directly to the Director of Member Services, and is focused on servicing the needs of the company's corporate members. Primary functions include account portfolio management,

membership support, member marketing and recruitment and member data analysis.

This position is expected to successfully promote thorough and superior support of Catalist Corporate Members in order to achieve department growth and member satisfaction targets. As needed, this position will be responsible for facilitating communications to/from members, user experience and the execution of all corporate member benefits included within an annual member subscription.

Essential Duties and Responsibilities

Support VP of Corporate Business Development in corporate member acquisition.

Lead ongoing corporate membership engagement strategies for greater product adoption.

Review the status of current corporate members, and manage membership usage, phases and success.

Host onboarding for all corporate members.

Execute data intake and analysis for corporate issue mapping, matchmaking and measurement for corporate members.

Contribute to workflow efficiencies and ensure department's excellent customer service.

Review and facilitate all Master Services Agreements with members.

Contribute to continued product development, as it relates to Member experience.

Generate weekly member management reports.

Problem solve with other departments and work with other departments to ensure maximum member satisfaction.

Perform additional duties as assigned and work with other managers, directors, executives, and departments as assigned.

Education and Experience

Bachelor's Degree requires.

Successful track record with member or client engagement, product adoption, social impact, account management.

Some experience with data analysis and translation.

Some experience with email marketing and member recruitment.

3-5 years of work experience.

Demonstrated Abilities:

Microsoft Office Suite experience.

Good understanding of the organization's strategic goals and objectives.

Good interpersonal, written, and oral communication skills.

Strong documentation skills.

Highly self-motivated and directed, with keen attention to detail.

Proven analytical and problem-solving abilities.

Able to prioritize and execute tasks in a high-pressure environment.

Experience working in a team-oriented, collaborative environment.

Ability to follow and provide clear oral and written instructions.

Ability to work independently with general instruction.

Must present a professional, business-like appearance and manner.

Must maintain confidentiality.

Ability to present ideas in user-friendly language.

Details & Compensation

This position is a full-time (40 hours/week), annual position starting as early as July 15, 2018. Compensation is competitive. Candidate would ideally live in, or be willing to live in Austin, TX (Catalist's Headquarters), Los Angeles, CA or New York, NY.

Application Information

Please send a cover letter, resume and salary requirements ASAP to:

Brittany Hill
Chief Executive Officer
Catalist
bhill@gocatalist.com