

Client Relations Manager

Inceptia, a division of National Student Loan Program (NSLP), is a nonprofit organization providing premier expertise in higher education access, student loan repayment, analytics, default prevention, financial education and verification. Our mission is to support schools as they arm students with the knowledge needed to become financially responsible citizens. Since 1986, we have helped more than two million students achieve their higher education dreams at 5,500 schools nationwide. Annually, Inceptia helps more than 180,000 students borrow wisely, resolve their delinquency issues and successfully repay their student loan obligations. Inceptia educates students on how to pay for college, guides borrowers through loan repayment counseling, and provides default prevention strategies and services to schools.

We are seeking a **Client Relations Manager** in Lincoln, Nebraska. This position works as a trusted advisor to the client by establishing, maintaining and growing long term client relationships working in conjunction with the Strategic Business Director. The Client Relations Manager also is responsible for ensuring all contract and RFP commitments and obligations for the client are met and/or exceeded beginning with the implementation process and throughout the active contractual period of all products sold. The Client Relations Manager conducts presentations and demos to inform potential or existing school clients about Inceptia's products or services and the progress Inceptia is making toward achieving the school client's goals. The Client Services Manager must ensure that school clients are satisfied with Inceptia at all times and will bring in repeated business by resolving any outstanding issues. **This position is not a remote position and will be located in the Lincoln, NE office.**

ESSENTIAL DUTIES AND RESPONSIBILITIES (Other duties as may be assigned.)

- Manages the implementation of client products including proposal and contract development, timely communication and follow up with the client and assigned SBD, onboarding, deliverables, and the tracking and following up of all clients concerns.
- Manages closely all clients assigned to the Client Relations Manager and puts special focus towards managing the largest top 10 clients assigned to them.
- Collaborates with all internal audiences to develop and maintain a customer-centric attitude toward activities, concentrating on those that most strongly contribute toward improving customer lifetime value
 - Develops cooperative relationships with operational department leaders and senior staff to deliver client solutions and resolve potential issues
 - Works collaboratively with the Strategic Business Director to establish and maintain long-term customer relationships focused on driving additional revenue, building solid relationships and delivering ongoing value
 - Works collaboratively with Inceptia product development to develop customer-centric solutions and new product ideas based on client feed-back and to resolve product issues
- Provides effective, timely and accurate client communications (oral and written), establishes and reviews key performance indicators, and active positive engagement (through a variety of creative programming) between the client and Inceptia.
- Drives the growth of the client relationship to expand product usage and integrate new solutions as launched

EDUCATION and/or EXPERIENCE

- An undergraduate degree is preferred in relevant field.
- The ideal candidate will be a curious, self-directed and skilled manager with a minimum of 2 years of client experience with a proven, measurable track record of success.
- Must have 2 or more years working on business to business proposals.
- Excellent writing and communication skills are required. Along with a persuasive writing style that generates interest in the company's solutions.
- An ability to understand complex material and explain technical concepts clearly, concisely and logically.
- A background of 2-3 years working in a financial aid environment, with a detailed understanding of financial aid operations is preferred.
- Ability to effectively communicate and relate to multiple levels of a client's organization.
- Displays a high level of initiative and works well in a team environment.
- Strong technical affinity for software, data analytics, problem solving, etc.
- Handles stressful situations and deadline pressures well.
- Successful completion of a background investigation is required

Inceptia offers a competitive wage and excellent benefits package including health, dental and life insurance, 401(k) with a 100% match, and tuition reimbursement.

If you are interested in this exciting opportunity, please apply on-line on our ADP Workforce Now site by going to <https://goo.gl/6ArzCp> or email your resume to hrd@fes.org. For more information, please visit www.Inceptia.org.

FES and Inceptia take affirmative action to insure that applicants with job related qualifications are employed and employees are treated when employed without regard to their race, color, religious creed, age, marital status, national origin, ancestry, sex, gender identity or expression, intellectual disability, mental disability or physical disability.

Equal Opportunity Employer