



UPN is currently looking to hire a **K12 Account Manager** reporting to the Enterprise Vice President of Sales located in **Kansas City – Missouri**. This candidate will be responsible for managing existing K12 customers to retain revenue as well as supporting Enterprise sales directors with new K12 customer acquisition activities. This position requires outbound sales skills combined with excellent customer service capabilities. This position requires the ability to travel to meet with customers to build long-term relationships.

Key responsibilities include:

- Renew current customer contracts which will usually be managed via the K12 E-Rate application and/or RFP process
- Introduce and sell additional products based on customer needs
- Assist customers with moves, adds, changes and upgrades (MAC's)
- Support Enterprise VP's with all things K12 as necessary
- **Travel will be required**
- **Review, qualify and distribute e-rate application filings to appropriate sales resources**

Specific responsibilities include:

- Conduct a verbal conversation with each existing customer quarterly and in person meetings where required.
- Manage accurate customer information externally as well as in internal company systems
- Contact each new customer after full project turn-up, introduce your account manager role, evaluate installation process and any future needs
- Manage existing account service questions and requests for items such as: billing inquiries, contract information, trouble and maintenance ticket information and customer portal access
- Manage existing account service change requests such as: Billable Fiber Moves, additional sites, additional products, upgrades or downgrades or site disconnects
- Regional subject matter expert for e-rate
- Manage target opportunity information
- Review, qualify and distribute e-rate application filings to appropriate sales resources
- Coordinate utilization of prospect marketing campaigns
- Coordinate new opportunity sales process
- Responsible for growing UPN presence and market share within the K12 E-rate customer segment.
- Implementing UPN's go-to market strategy around its entire product portfolio to include voice services, bandwidth solutions associated with internet access and metro optical Ethernet products.
- Aid in the development of network expansions by uncovering market edge out opportunities.
- Expected to maintain and continuously add new funnel opportunities to meet monthly revenue quota.
- The Account Director will be responsible for managing the sales cycle and forecast accurately in a customized CRM model.

Requirement for the position include:

- Business to business outside sales experience required.
- Knowledge of telecommunications solutions such as: Metro Ethernet, Internet, dark fiber, voice and cloud services a plus
- Requires strong account management and client interface and presentation skills. In depth understanding of client business driver's strategy and buying cycles.
- Comply with departmental and corporate internal controls and all internal controls processes.
- Experience in hunting, prospecting, and new account development.

- 40% travel estimate and overnight travel throughout the assigned region required
- Off business hours may be required during peak season
- E-rate knowledge and experience is preferred

Salary is commensurate upon education and experience. Qualified candidates interested in this opportunity should submit their cover letter and resume.

UPN is an Equal Employment Opportunity Employer

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