



WORK AT DOMINION VOTING!

Customer Relations Manager - OH & PA



OUR COMPANY OFFERS HIGH-IMPACT, CHALLENGING, FAST-PACED, & REWARDING CAREER OPPORTUNITIES

Dominion Voting is searching for a passionate and dedicated **Customer Relations Manager** to join our team! This is **remote position** that can be based in either Ohio or Pennsylvania. In this role, you will be responsible for providing world-class customer service to our customers in Ohio and Pennsylvania in order to achieve our core purpose of delivering solutions for the advancement of fair, accessible, and secure elections! You will problem solve, collaborate, create and improve processes, and make our customers successful in the execution of seemingly impossible tasks. Excitement lives here!

KEY JOB RESPONSIBILITIES

- Manages day-to-day product, service issues and customer needs via telephone, remotely, or on-site.
- Collaborates with Operations and our customers to define project timelines and resources.
- Works with and supports project teams in addressing and resolving issues to clients' satisfaction.
- Trains customers and temporary staff on our products, testing, and election day support activities.
- Works with customers to define ballot requirements to support pre-election programming.
- Provides pre-election & post-election testing, election equipment maintenance and support.
- Supports Sales in the fulfillment of sales by preparing customer quotes, orders and invoicing.
- Trains, recruits and supervises temporary staff to meet contractual requirements.
- Performs data analysis, creates reports and identifies mitigation strategies for risks
- Participates in budgeting and cost reporting for new implementations and ongoing services.
- Understands the requirements for use of an election system in states within your territory.
- Participates as part of a team defining requirements, preparing and testing certification projects.
- Manages and mentors a team of one remote Product Specialist and one remote Elections Technician.

THE SUCCESSFUL CANDIDATE WILL POSSESS THE FOLLOWING:

- Bachelor's Degree in Computer Science, Information Technology, Business Administration or related.
- 5+ years of business experience involving project management and customer support.
- Previous elections industry experience is preferred.
- A customer-centric philosophy and approach to problem solving and delivery.
- Exceptional project management skills and experience managing a technology implementations.
- Strong IT and technology knowledge and skills; both with software and hardware.
- Excellent verbal and written communication skills along with good presentation skills.
- Outstanding organizational skills to include multi-tasking and time management skills.
- Strong interpersonal skills and building business relationships.
- Ability to work effectively either independently and/or within a team.
- Ability to establish and maintain positive business relationships with customers and colleagues.
- Ability to analyze problems, identify potential solutions and then resolve the issues.
- Capability to deal with frequent changes, delays and/or unexpected events.
- Willing to undertake new responsibilities, as business needs change.
- Able to travel up to 50% of the time.



Dominion Voting Systems provides innovative election solutions to more than 1,200 jurisdictions in North America and abroad. Our team shares several common qualities including high energy, innovation, and dedication to product and customer service excellence. Our company offers challenging, fast-paced, rewarding opportunities for individuals seeking employment in a variety of different functions. You can learn more about us at www.dominionvoting.com



TO LEARN MORE ABOUT OUR TECHNOLOGY, PEOPLE AND SERVICES
VISIT DOMINIONVOTING.COM TODAY

**INTERESTED
IN THIS
OPPORTUNITY?**

**EMAIL RESUME & COVER LETTER TO
RESUMES@DOMINIONVOTING.COM**