

WE'RE HIRING!



Manager, Customer Relations - Denver

Dominion Voting is seeking a passionate and experienced **Manager, Customer Relations** to join our Operations, West team in Denver! This position is responsible for effectively and proactively managing and directing staff in the day-to-day relationship, administration, and technical/product support of customer accounts. This position may also be assigned one or more customer accounts and will serve as project and resource manager for specialized projects such as pre- and post-election day support, new product implementations, and/or product upgrades/updates.

Responsibilities

- Deploy successful people management strategies, including, but not limited to recruiting, hiring, performance management, and proactively coaching, mentoring, and developing staff.
- Proactively manage and resolve customer product/service issues, escalating to appropriate internal resources and coordinating effective and appropriate solutions to meet customer needs.
- Manage pre-election and Election Day projects and support by collaborating with the Operations team in the planning, organizing, and scheduling of resources as per customer's MSA's.
- Forecast, plan, and coordinate additional customer service support activities and product requirements for current systems per customer's MSA's.
- Manage product and service orders based on customer's needs, requirements, product warranties and/or customer contract.
- Leverage effective project management skills to lead and/or coordinate new product implementations.
- Develop and deliver end-user training and materials.
- Collaborate with customers, and internal Operations and Engineering & Certification departments to provide timely and accurate information on improving end-user functionality.
- Partnering with internal departments, contribute to the preparation and distribution of manuals, brochures, and technical publications.
- Partner with customers and internal departments to define jurisdictional certification requirements, preparing and testing certification projects, and participating in the state certification.
- Manage customer profile in Salesforce.
- Leverage understanding of the customer's needs and expectations to collaborate with the Sales team to identify, develop, and implement plans for ongoing sales of products and/or services.
- Assists the Accounting and Sales departments with A/R.
- Other assigned responsibilities as needed or required.

Qualifications

- Undergraduate degree in Computer Science/IT preferred, but not required
- 8+ years of business experience involving account/relationship management in the tech and/or government industries
- 8+ years' experience of demonstrated project management skills supporting complex technical product implementations.
- 8+ years of effectively managing and leading high performing people and teams.
- Knowledge and understanding of the elections industry preferred, but not required.
- Strong IT skills, both software and hardware.
- Excellent verbal and written communication skills along with good presentation skills.
- Strong organizational skills to include multi-tasking and time management skills.
- Strong interpersonal skills and building business relationships.
- Knowledge of the sales process from establishing relationships, from qualifying the customer to closing the sale.
- Knowledge of both hardware and software technology.
- Ability to establish and maintain business relationships with customers.
- Ability to analyze problems and identify potential solutions and preventive measures.
- The ability and willingness to travel up to 50% of the time,

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