



Growth and Partner Success Coordinator

Location: Boise, Idaho

Reports to: Chief of Products

Classification: Full-time, salaried, exempt

Compensation: DOE

Position Overview:

The Growth and Partner Success Coordinator at Athlos is responsible for supporting and coordinating a variety of strategic and routine tasks in sales, marketing, and partner success.

Athlos develops and provides education products and services for K-12 schools and educators. Therefore, the individual in this position should have a strong understanding of the K-12 market and be able to support the growth of the Athlos product and service line in schools around the country. This role will wear multiple hats and will manage or support initiatives in all facets of business development – from strategic marketing to client acquisition to client support and prioritization of needs to contract renewal.

Duties and Responsibilities:

Marketing

- Social media and content marketing strategy and management
- Coordination of the response to RFP process
- Support in conference mapping and coordination
- Copy writing for brochures, website, and other marketing materials
- Competitive landscape analysis
- Competitive positioning of Athlos products and services in the market
- Management of targeted digital campaigns
- Coordination of institutes or conferences led by Athlos
- Oversight of all other content marketing efforts (webinars, podcast, blog posts, etc)
- Other duties as assigned

Sales

- Support business development efforts to identify and pursue new business opportunities
- Support business development efforts and track new clients through the sales process
- Support smooth transition between sales and partner success support
- Salesforce administration (preferred, but not required)
- Other duties as assigned

Partner Success

- Develop and maintain relationships with clients as they transition from sales to support
- Organize and support the onboarding process for new clients
- Maintain positive client relations; schedule services, collect client feedback, and manage all other client communications
- Manage the contract renewal process, encouraging upselling and cross-selling
- Voice of the customer - provide feedback to service providers and product teams
- Inform marketing and sales practices according to customer feedback
- Other duties as assigned

Qualifications/Experience:

- 3+ years of K-12 education experience, required
- K-12 business development or marketing experience, required
- Salesforce administration experience, preferred
- Demonstration of strong customer relationships
- Proven marketing campaign experience
- Digital marketing experience



ATHLOS

Strong copywriting skills

Ability to travel

Strong tech competence

Educational Background:

Bachelor's Degree in Education, Business, Marketing or related field

Master's Degree or continuing education preferred

Skills/Intangibles:

Business-minded, ambitious, flexible, and forward-thinking

Team player; willing to wear multiple hats and cover varying levels of tasks and projects

Relationally astute and possess the ability to establish and expand partnerships

Professional and proactive work ethic

Strong problem-solving ability

Effective time management skills; ability and willingness to multitask

Excellent interpersonal, written, and oral communication skills

Self-Motivated

Attention to detail

Strong communication skills (verbal and written)

Strong collaboration skills

Strong organizational skills

Relentless work ethic

Strategic thinker