

ELEVATE

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Account Manager

Come join us! At **Elevate Leadership** we believe who you work for is everything – it determines if you love or hate your job, and whether you end your day feeling energized or defeated. **We are on a mission to help managers be the kind of manager they would want to work for and we need your help!** We need your help supporting our clients - helping them achieve their business outcomes.

As an Account Manager you will have conversations with Chief People Officers, VPs of HR and L&D Leaders to launch their programs, run quarterly business reviews, and end-to-end support for each customer to make sure they get what they need and feel supported along the way. The programs might include coaching, live 90 min workshops, **Elevate Academy** or all of the above...we meet them where they are to help them get where they want to go. Lots of opportunity for expansion and upsells as client needs evolve, and it is your responsibility to drive those conversations and solve those problems with them and for them.

You're not starting from zero...here's what you're walking into:

- **An Incredible Resume** of Companies:
 - We run Stripe's global management training and have for the last 6 years
 - a16z and Sequoia VCs frequently refer us business
 - We run Anthropic's manager training
 - Our most recent case study shows how we helped a company increase month-over-month revenue by 38% by creating a culture of feedback
 - And so many more!
- **Highly Collaborative Team:** We're in this together at Elevate. We've built a culture of support and collaboration. Here's what team members say it's like to work here, "it's so refreshing to work with people where ego is not a thing," "I feel like I can finally just show up as myself."
- **A Differentiated Offering** in the Market: No other leadership development company offers the breadth of products as well as the flexibility of programs and packages that Elevate does. We offer coaching at all levels, live management training workshops, and Elevate Academy - a science-based, micro-learning platform with 5 to 12 min videos on the most critical management topics. Each Elevate Academy class comes with a discussion and facilitator guides, so companies can run management training on their

own without having to create all the content. We can also embed the videos in a company's daily flow of work (in their LMS, people management platform, employee experience tool, etc).

- **Additional Resources** to help you succeed:
 - You will get to work with our Co-Founder, Lindsey Nehls. Prior to founding Elevate, Lindsey was a SVP of sales in clean-tech.
 - Our Customer Success Team - Brittany Storey and Hannah Schuler will be your mentors. Brittany is a people programming master as she ran L&D programs at Stripe and then launched programs at MasterClass. Hannah Schuler has been in the role at Elevate for over a year so she knows it super well and is here to support you. Prior to Elevate she ran sales at GitLab, Remote, Inc. and has a big passion for all things leadership development.
 - We also have a marketing, social and SEO team working hard to get our brand out there and put our amazing clients in the spotlight to share their success stories
 - A detailed onboarding process and sales playbook awaits you! We're here to make sure you're set up for success, and we're eager for you to keep iterating on the playbook with your help.

Last but not least, we're a company built by amazing people with a strong set of values that we live day to day:

- **Focus on Impact** We pick the highest impact work and get it done. We are a small team so we make sure we focus on the work that moves the needle the farthest and fastest for our customers.
- **Stay Relevant** Trends and ideas are constantly evolving, so to stay ahead of the curve we must be nimble enough to adjust and respond quickly. We are committed to staying relevant and meeting people where they are.
- **Build it to Scale** Creating efficient, scalable processes is what we need to keep our lives manageable and create a good customer experience. We embrace a documentation culture and automate as much as possible.
- **Keep it in Perspective** We're not saving babies here! Permission to have fun ☺ We like feeling the pressure but we don't want the stress. We want everyone who works with us to enjoy being part of the team and every one of our customers to enjoy their interactions with us. You're never alone - please ask for help when you need it.
- **Check the Data** Without data we are just guessing. People don't always behave or

engage with us the way we'd expect or predict so we use data to understand our customers better and make the right decisions.

About the Role

This is a dynamic, high energy role in which you will be at the forefront of our mission to empower new and existing customer relationships (growing startup, mid-market to enterprise) by tailoring our training programs to drive continued growth. Your dedication ensures clients maximize program ROI and scale their efforts. This position is remote.

In this role, you will:

- Work with clients to establish critical goals/KPIs, ideate programming opportunities designed to hit management training goals and aid the Customer in achieving their goals.
- Drive end user engagement on Elevate Academy via programing, check-ins, quarterly business reviews, and communications with HR and end users. Collect and present user analytics.
- Develop account strategies and lead commercial conversations to drive upsell, cross-sells and renewals for all Elevate Leadership products.
- Navigate complex, matrixed organizations and identify champions and decision makers.
- Serve as an expert on each customer to make informed recommendations about programming based on their goals, business and culture.
- Manage end to end Customer lifecycle from onboarding to renewals.

An ideal candidate has:

- 2+ years experience in an Account Management role
- Experience developing bespoke people programs that drive success for customers
- Proven track record of consistent over-achievement of goals and targets
- Incredible active listening skills and deep curiosity to really uncover customer needs, so you have the information you need to create a solution that will move the needle for the customer
- Excellent written and oral communication skills are essential

- Comfortable in a rapidly changing, high growth tech environment (ready to roll up sleeves and build)
- Excellent interpersonal and negotiation skills
- Passion for talent development and client success

Schedule and Compensation:

- Flexible Working Hours (contingent on performance)
- 1hr Weekly All Hands, 1hr weekly 1:1s Sales and CS team meeting and 1hr weekly 1:1s
- Compensation is a combination of base and variable pay - there is no cap on variable pay

This is an opportunity to learn a ton, roll up your sleeves, and create a lot of impact – all while having fun!

Come Join Us! We're just getting started...

Send us your cover letter and resume to careers@elevateleadership.com