
Job Opening at omNovia Technologies: **Account Services Specialist**

About omNovia Technologies

Founded in 2004 in Houston, omNovia has been one of the fastest growing technology companies in Texas since its inception. The omNovia Web Conference offers a 100% web-based solution capable of hosting up to 5,000 simultaneous participants in one virtual conference room with high quality audio, HD video, desktop sharing, file sharing etc. omNovia differentiates itself from competition by focusing on high quality and fully customizable web conferencing that provides a superior user experience.

Short job description

This role will be responsible for all aspects of service delivery for prospect, new and existing accounts. This includes taking new clients through an initial onboarding process as well as providing other services as requested, with the goal of ensuring each customer is able to successfully utilize our complete technology platform. Through interactions with external and internal stakeholders, you will ensure that the service strategy plans are developed, monitored, documented, delivered and measured. The Account Services Specialist will provide value that positively impacts our clients' businesses and results in retention and growth. He or she will facilitate account review meetings with team members, and based on outcomes, coordinate service delivery and/or action plans. He or she will troubleshoot situations, educate clients, develop partnerships with stakeholders and solicit referrals.

Detailed job description

- Complete project management for webinar services, including training, event moderation, event management & technical support. Ensure complete project lifecycle is followed beginning with a thorough understanding of the customer's business needs and concluding with soliciting feedback from customer. Document entire process from start to finish.
- Operate as the customer's trusted advisor and subject matter expert (SME), assisting with the overall care, growth and account retention.
- Act as liaison between the customer, sales, and cross-functional teams to effectively execute ongoing relationship development.
- Maintain customer information and activity in an accurate and timely manner utilizing CRM system.
- Create, monitor and update all training documentation and virtual environments to be used by entire account services team.
- Moderate events by speaking live on microphone and possibly appearing on camera.
- Coordinate & provide feedback on platform usage both from a customer and employee perspective.
- Other duties as assigned

Requirements:

- Bachelor's degree in Communications, Marketing, Project Management or related field
- At least five (5) years working in a professional corporate environment providing project management, communications, account services work or related experience
- Superior written and verbal communication skills combined with outstanding presentation and training abilities
- Ability to clearly converse with technical staff as well as less technical colleagues and translate technical subject matter accordingly
- Ability to work in a fast-paced and rapidly changing environment with organizational, multi-tasking capability and prioritization skills
- Self-starter who is able to anticipate and prioritize needs and handle a wide range of diverse projects with minimal supervision
- Ability to work effectively in a team-oriented environment and work independently through initiative and self-motivation
- Proficient use of Microsoft Office programs and demonstrated ability to learn applications and programs as needed
- Previous experience with Software or Technology companies, especially webinar platforms a plus
- Experience with CRM systems in particular Salesforce.com a plus

Benefits

- Full-Time Salaried Position
- Stock Options
- Health, Vision & Life Insurance
- Bonuses
- Paid Vacation
- Innovative team culture and very collaborative environment
- Advancement opportunities