



Account Manager (2 Openings)

Join E-RATE ONLINE: Empowering Education Through Smart Funding Solutions

At E-RATE ONLINE, we're more than a consulting firm—we're champions for schools and libraries nationwide. Specializing in the E-Rate federal reimbursement program, we simplify complex processes to secure maximum funding for our clients. With a track record of delivering hundreds of millions in reimbursements for over 300 clients, we're growing fast and looking for passionate Account Managers to join our dynamic team. If you thrive on building relationships, driving results, and making a real difference in education, this is your opportunity to grow with us!

Position Overview:

Reporting to the Chief Operating Officer, you'll manage a portfolio of client accounts, ensuring seamless E-Rate form filings, compliance, and exceptional service. This role combines account management, customer support, and business development in a supportive, hybrid environment.

Key Responsibilities:

- Gather essential information and documentation from clients to complete E-Rate forms accurately and efficiently.
- File all required forms on time for multiple funding years, coordinating compliance to maximize client reimbursements.
- Deliver proactive, timely responses to client inquiries and build strong relationships through meetings and ongoing support.
- Utilize our internal online systems to track progress, meet deadlines, and streamline workflows.
- Identify opportunities to expand services, service existing clients, and generate new business to grow our portfolio.
- Stay ahead of E-Rate program updates through continuous learning and contribute to team success in weekly meetings.
- Assist the Chief Operating Officer with special projects and adapt to evolving needs for a positive, productive work environment.
- Other duties as assigned to support our mission-driven team.

What We're Looking For:

We're open to recent college graduates and those with office, customer service, or account management experience. A Bachelor's degree is preferred, but your enthusiasm and skills matter most.

- **Core Skills:** Excellent written and verbal communication, with strong interpersonal abilities to foster client trust.
- **Technical Proficiency:** Advanced in Microsoft Office (Word, Excel, Outlook, Teams) and internet-savvy for efficient research and system navigation.



- **Personal Attributes:** Detail-oriented, proactive, and able to juggle multiple tasks while meeting tight deadlines. You're adaptable, self-motivated, and thrive independently or in teams with a positive attitude and strong work ethic.
- **Bonus:** Knowledge of E-Rate or similar programs is a plus—we'll provide training to help you excel.

Why E-RATE ONLINE?

- **Impactful Work:** Directly contribute to funding education initiatives that benefit communities across the U.S.
- **Growth Opportunities:** Expand your skills in a niche field, with potential for advancement in operations or business development.
- **Competitive Benefits:**
 - 401(k) with company match
 - Comprehensive health insurance and Health Savings Account
 - Generous paid time off, including holidays
 - Annual merit-based bonus
- **Work-Life Balance:** Hybrid schedule (currently 3 days in-office, 2 remote) from our Orange, CT location. Monday-Friday, 8:00 AM – 4:30 PM (40 hours/week) with a half-hour lunch.
- **Fun & Inclusive Culture:** We value diversity and foster a welcoming, vibrant workplace. Join us for team-building company outings, celebration lunches to mark milestones, and a collaborative environment where everyone thrives.

Compensation:

Salary: \$50,000 - \$70,000 annually, commensurate with experience.

Start Date: Immediate – Apply now to join our team!

Job Type: Full-time, Salary

Location: Orange, CT (Hybrid)

Ready to Make an Impact?

Submit your resume and a brief cover letter explaining why you're excited about E-Rate consulting to careers@erateportal.com. We can't wait to hear from you!