

Account Manager

E-RATE ONLINE: Empowering Education Through Smart Funding Solutions

Company Overview:

E-RATE ONLINE is a professional consulting firm specializing in comprehensive application filing, reimbursement tracking, and reporting services for schools and libraries that participate in the E-Rate federal reimbursement program. With a mission to simplify the complex E-Rate funding process and deliver the maximum funding possible for their clients, E-RATE ONLINE has secured hundreds of millions of dollars for a portfolio of over 375 clients across the nation.

Position Overview:

Reporting to the Chief Operations Officer, the **Account Manager** will 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.

Desired Skills & Experience:

- **Education:** A Bachelor's degree is preferred but will consider relevant experience.
- **Experience** in office setting, customer service, and/or account management.
- **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 federal programs is a plus.

Competitive Benefits:

- 401(k) with company match
 - Comprehensive health insurance and Health Savings Account
 - Generous paid time off, including holidays
 - Annual merit-based bonus
- **Schedule & Office Information:** Monday-Friday, 8:00 AM – 4:30 PM (40 hours/week) with a half-hour lunch. This role follows our current hybrid schedule of 3 days in-office / 2 days remote, subject to change based on business needs. The office is located at 200 Boston Post Road, Suite 11, Orange, CT 06477.
- **Fun & Inclusive Culture:** We value diversity and foster a welcoming, vibrant workplace. ERO hosts team-building company outings, milestone celebration lunches, and a collaborative environment where everyone thrives.