

## Florida State University & Seminole Boosters Inc.

### Account Executive, Client Services (2 positions)

#### Description

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Florida State University is an NCAA Division 1 institution and member of the Atlantic Coast Conference. It is located in Tallahassee, Florida. Seminole Boosters, Inc. (SBI) is the fundraising arm of The Florida State University Athletics Department and helps fund a budget that supports 20 intercollegiate varsity sports.

As a Client Services Account Executive (AE), you are the most direct contact to FSU Athletics and Seminole Boosters Inc. that our donors have. Your focus will be to serve as the internal liaison between the Sales and Development staff and Paciolan systems. Additionally, the AE will also serve as an outward-facing entity when needed to ensure that donors and season ticket holders are receiving the best possible service in a professional manner by delivering transparent, timely and informative communication.

The focus of the team varies throughout the calendar year; while gift and data processing is a year-round focus, additional engagement and stewardship duties will be required as directed by the Director of Client Services and the SVP of Marketing & Annual Giving.

#### Essential duties and responsibilities of this position include:

- Obtain and process all client information and transactions as directed by assigned Sales and Development staff members.
- Meet renewal goals by ensuring tickets and annual fund renewals are processed in a timely manner without lapse.
- Execute assigned gift processing duties. Duties include but are not limited to opening/assigning batches, processing all gifts that come into our office, timely mailing of acknowledgement letters, processing pledge reminders and billing statements, and creating/running reports as necessary.
- Work closely with the Director of Client Services to deliver customized communications, events and benefits that engage customers, and drive loyalty.

#### Ideal Candidate:

- Must be a team player and work well in groups
- Must be able to communicate effectively with internal and external stakeholders
- Must demonstrate superior organizational and time management skills
- Must understand the customer experience that FSU Athletics and SBI are looking to offer

#### Minimum Requirements:

- Education- Bachelor's Degree
- Prior experience in a customer facing role

#### Preferred Requirements:

- Prior experience as an Account Executive with a college and/or professional sales or service team.
- Prior experience with Paciolan, Blackbaud CRM, and Salesforce.

#### Additional Salary Information:

- Competitive base salary of \$40,000 with additional commission and renewal bonus opportunities. Benefits package includes medical and dental insurance, HSA, and 401k. While working with Florida State University Athletics, this position is funded and employed by Seminole Boosters, Inc. and is not a Florida State University position.

#### Job Questions

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1. Do you have prior customer service experience?
2. Do you have at least 1 year of experience with a college or professional team in an outbound sales/service role?