



Accelerating Profitability Through Exceptional Customer Engagement

Product / Account Manager – Nonprofit Practice Part-Time

If you want to control your own growth and rewards within the framework of a well-established and highly respected national customer engagement solution provider, we are looking for you.

This is an ideal opportunity for a person looking for a part-time account manager position who wishes to help build out a nonprofit practice area.

The “C” level nonprofit executives you will be working with would describe you as being a responsive and proactive problem solver who is confident and respectful in a range of routine and trouble-shooting situations. A person who is:

- High-energy, driven and results-oriented
- An innovative problem solver
- Worthy of trust
- Customer-results focused

As the Nonprofit Practice Manager, you are responsible for lead development, client strategic consulting, assessments and plan development, product and consulting services sales of the Microsoft Dynamics 365 CRM, Fundraising & Engagement, Volunteer Management and Marketing Automation applications.

InfoGrow is well established with the Microsoft Dynamics 365 Power Platform and is consolidating our nonprofit experiences and deployments into this new practice area. This person in this role will help formulate our plan and then effectively carry out the deployment. It is expected that this person will guide the practice area to where it requires a full-time person, and they will play a key role in the selection of that person.

As Product Manager, you are responsible for managing the partner relationships we have with Microsoft, our vendor providers and service consultants. Your objective is to take full advantage of their training, marketing materials, events, and certifications in order to leverage these partner relationships for our own lead generation.

To achieve client objectives the Product Manager will need to properly utilize all of the InfoGrow resources, marketing, sales, and technical services.

Interaction with the President

The Product Manager will be 100% responsible for the Nonprofit practice area and provide the President with the marketing strategy, sales, and delivery oversight to be successful. The Product Manager will utilize the InfoGrow Dynamics 365 Sales system to track all client interactions and the Dynamics Opportunity Pipeline to report sales status, other internal systems, phone, and email. The

Product Manager will meet with the President bi-weekly to provide feedback for product line direction and development.

Contract and Relationship Authority

The Product Manager will identify and recommend to the President any business relationships to align with that will grow the product line sales or service delivery. The President will retain all contract, agreement, and expenditure authority.

Interaction with Technical Staff

The Product Manager will be working with our internal product technicians, internal programmers, and freelancers to establish priorities and assure timely project completion and delivery.

Interaction with other staff members

The Product Manager in his/her Marketing Strategy Plan will outline the support required from other staff members. Company resources will be allocated to the product line by the President as part of Marketing Strategy approval. The President is responsible for all personnel matters.

Qualifications and Experience

- At least 3 years of experience delivering technology solutions to middle-market organizations across “C level” management, sales, and marketing business units
- Experience with nonprofit fundraising, membership, and volunteer management
- Demonstrated track record of producing results moving leads through the funnel and closing complex services sales
- Strong problem solving and business communications skills
- Ability to sell an application and an on-going support relationship
- Ability to map customer business requirements to processes
- Strong ability to listen, identify client issues and gather requirements
- Outstanding time management and organization skills
- Ability to work independently and tackle new challenges
- Solid abilities with Microsoft Office products, especially Word, Excel, and PowerPoint
- 4-year BA/BS Degree

Additional Qualifications a plus

- Solution Selling, Sandler and/or Complex Sales training and demonstrated experience
- Comprehensive understanding and familiarity with CRM applications like Microsoft, Goldmine, Salesforce, Raiser’s Edge, Little Green Light or DonorPerfect.
- An ability to recognize consulting sales opportunities and other service
- Business Process Engineering / Business Analysis background, in the areas of sales, marketing, and/or customer support is helpful

Compensation:

The objective is to develop this product area as an integrated business division that you as the product manager will drive and take full advantage of as it grows. You bring your service knowledge, prospecting, and sales skills. InfoGrow brings operational and marketing infrastructure, a solid client base and 30+ years of industry insights. The compensation package will be negotiated, and the right

person will experience short-term and long-term benefits with this win-win relationship for us both. The components will include:

- Base
- Commission on all product Sales
- Commission on services sales
- Product line profit sharing
- An attractive hour rate on Professional Services rendered under projects
- Participation in all InfoGrow team events and benefits

InfoGrow Corporation is a recognized national provider of business growth solutions, process consulting, Microsoft Dynamics 365/CRM, Marketing Automation, and applications. If you are an energized individual who appreciates the unlimited potential with customers across the United States and Canada, this is your opportunity relaunch or capstone your career.

Microsoft Dynamics 365 is recognized as one of the fastest growing and most cost-effective nonprofit Customer Engagement platforms on the market today. Microsoft's commitment to nonprofits is exemplified by their 2022 contribution of \$3.2 billion in grants or discounted software with 302,000 nonprofit organizations equipped with modern, secure, and scalable Microsoft cloud solutions. At InfoGrow we expect the nonprofit modules we work with for fundraising, volunteer management, quality alerts, membership client portals, and marketing automation to have no less success.

Sales performance alone will determine earning potential.

Reports to: President

Submit Resume To: jobs@infogrowcorp.com

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