

# Job Description: Relationship Manager – School Management System (SMS)

---

**Location:** Nairobi-based (with regular travel to partner schools)

**Reporting To:** Chief Business Officer / Project Lead – SMS Implementation

**Job Purpose:** To ensure effective onboarding, adoption, and utilization of the School Management System (SMS) among partner schools. The Relationship Manager will act as the primary point of contact between Ed Partners and assigned schools, facilitating training, resolving technical and operational issues, and driving full engagement with the SMS.

## Key Responsibilities:

### 1. School Engagement & Onboarding

- Serve as the frontline representative to schools during the SMS rollout.
- Schedule and conduct onboarding meetings, training sessions, and product demos.
- Build strong working relationships with school directors, administrators, and key staff.
- Champion Onboarding of new schools to Ed Partners SMS

### 2. Implementation Support

- Ensure timely deployment and configuration of SMS modules at the school level.
- Coordinate with IT and Support teams for data migration and customization.
- Track each school's onboarding milestones and document implementation progress.

### 3. User Adoption & Retention

- Monitor SMS usage and support schools in maximizing module utilization
- Identify and resolve usage bottlenecks or resistance through targeted engagement.
- Share regular usage reports and adoption insights with the central project team.

### 4. Training & Capacity Building

- Organize and deliver in-person and remote training sessions for school personnel in liaison with the branch network management
- Provide ongoing technical and operational guidance post-training.
- Distribute user manuals, FAQs, and other support materials.

## 5. Escalation & Feedback Loop

- Act as the first line of support for all SMS-related issues from schools.
- Log, escalate, and follow through on unresolved cases with the IT and support teams.
- Collect feedback from users and suggest system or process improvements.

## 6. Collaboration & Reporting

- Work closely with marketing, HR (for intern support), and IT departments to align rollout efforts.
- Maintain accurate records of interactions, issues, and resolutions in project dashboards.
- Submit weekly reports on assigned schools' progress and feedback.

### Key Performance Indicators (KPIs):

- % of assigned schools fully onboarded within project timelines
- % adoption rate of mission-critical SMS modules per school
- Number of training sessions conducted and participants trained
- Number of open support issues resolved within SLA
- Feedback rating from school users (Net Promoter Score or equivalent)
- Retention rate of schools actively using the system after 60 days

### Skills & Qualifications:

#### Minimum Requirements:

- Bachelor's degree in Education, ICT, Business, or related field.
- Minimum 3–5 years' experience in customer success, project implementation, school support, or account management.
- Demonstrated experience in school-based programs i.e School Management Systems roll outs or EdTech delivery is highly preferred.

#### Technical Competencies:

- Strong understanding of school operations and digital tools (ERP/SMS)
- Excellent project management and organizational skills
- Proficiency in CRM software, Excel/Google Sheets, and basic data reporting
- Comfortable with digital tools like Zoom, WhatsApp Business, Helpdesk platforms
- People management skills

#### Soft Skills:

- Strong interpersonal and relationship-building skills
- Excellent communication and facilitation ability
- High emotional intelligence and ability to handle resistance
- Self-driven, adaptable, and results-oriented