

Customer Success Representative

DEPARTMENT: Commercial

REPORTS TO: Lead – Customer Success

TYPE OF POSITION: FULL TIME PART TIME

HOURS PER WEEK: 40 +

SUMMARY:

The Customer Success rep is responsible for ensuring new and existing customers receive the highest quality experience with our company. Supporting administrative functions to support the Sales, Project Management, Engineering, Finance, and Operations teams. The ideal candidate understands the importance of customer satisfaction.

RESPONSIBILITIES:

- Manage incoming phone calls and online chatting tools.
- Identify and assess customers' needs to achieve satisfaction.
- Provide accurate, valid, and complete information by using the right methods/tools.
- Operate as the Direct Responsible Individual (DRI) for customer onboarding, pre-sales activity, and post-sales activity related to administrative systems and functions.
- Follow communication procedures, guidelines, and policies.
- Work with internal teams to ensure customer expectations are achieved.
- Take the extra mile to engage customers.
- Other duties, tasks, and responsibilities that may be assigned at any time.

COMPETENCIES:

- Good judgment and decision-making skills.
- A high sense of urgency in providing first-class customer service.
- Excellent verbal and written communication skills for communicating with vendors, customers, and internal department.
- Ability to work independently and with a team.
- Self-motivated with a strong work ethic and positive attitude.
- Solid organizational skills including attention to detail.
- Ability to manage multiple projects and activities in a fast-paced environment.
- Able to deal with people sensitively, tactfully, diplomatically, and professionally.
- Assess and meet project deadlines, balance priorities, and work through completion of projects.
- Intermediate Microsoft Office proficiency.
- Familiarity with CRM systems and practices.

WORK ENVIRONMENT:

This job operates in a professional office environment. Onsite and Remote.

POSITION TYPE/EXPECTED HOURS OF WORK:

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 5 p.m., although some evening work may be required for events. A flexible work schedule or location can be accommodated on an individual basis.

REQUIRED EDUCATION AND EXPERIENCE:

- High school diploma or equivalent.
- Proven customer support experience.
- Excellent communication skills.
- Good judgment and decision-making skills.

WORK AUTHORIZATION/SECURITY CLEARANCE (if applicable):

Must be able to work in the US.