

# Terryberry Careers

## LIVECHAT LEAD

Terryberry partners with organizations worldwide to design and manage recognition solutions that attract, engage, and retain the best people.



## Join Terryberry's team!

Terryberry is looking for an engaging, service focused individual to be our LiveChat Lead. You will lead early customer engagement by responding to a variety of chat, website submissions and other inquiries, educating visitors on employee recognition and Terryberry. Ideal candidates will have service experience and thrive in an online environment.

### ABOUT US

**Our Mission:** When people are recognized for their efforts, they are inspired to achieve more. The mission of Terryberry is to help organizations provide their people with special recognition for remarkable contributions and achievements. We strive to create a fulfilling and rewarding environment where people achieve their best potential.

**Locations:** We're headquartered in Grand Rapids, MI, with locations throughout North America and Europe.

**Past & Present:** Founded by H.R. Terryberry in 1918 as a jewelry and award manufacturer in Grand Rapids, MI. The company is still family-owned, now in its 4th generation.



Email your resume to [humanresources@terryberry.com](mailto:humanresources@terryberry.com)

#### RESPONSIBILITIES:

- Cultivate customer engagement with every LiveChat & website interaction by proactively seeking opportunities to educate website visitors.
- Maintain high levels of customer satisfaction by providing fast and accurate responses.
- Document and manage customer interactions via Salesforce CRM.
- Provide the highest level of customer service to inquiring parties, customers and program participants.
- Identify trends in customer questions and issues.
- Develop an extensive working knowledge of the 360 Recognition platform (SaaS) and all Terryberry products.

#### MINIMUM QUALIFICATIONS:

- Bachelor's Degree is strongly preferred
- 1- 2 years service experience preferred (but not required)

#### PREFERRED QUALIFICATIONS:

- Excellent written communication skills
- Strong desire and ability to learn and effectively use new software for automated sales opportunity development
- Experience with Salesforce and other sales tools is a bonus
- Experience with PowerPoint, and other programs on the Microsoft Office platform
- Ability to multi-task, prioritize and manage time effectively
- Solid problem solving skills

Call us 800.253.0882  
[www.terryberry.com](http://www.terryberry.com)