

Terryberry Careers

360 RECOGNITION SPECIALIST

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 a customer focused, highly motivated individual to join our 360 Recognition Team to build custom websites and provide implementation consultation to our customers. Additionally, this position will be a product specialist demonstrating the Give a WOW platform in webinars and client meetings. Ideal candidates will be service focused with excellent verbal and written communication skills, along with advanced computer skills.

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.



RESPONSIBILITY:

- Create strong relationships with our customers by providing them with a world class experience.
- Develop an extensive working knowledge of the 360 Recognition platform (SaaS).
- Coordinate new customer implementations, building and testing custom sites to specification and expectation.
- Demo the 360 platform and all various features to sales people, prospects and customers.
- Provide on-going support and education to customers via video conferencing, phone and email.
- Facilitate problem-solving between customer and the Terryberry software development team.
- Engage with prospects and customers via Live Chat.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree preferred
- 1- 2 years professional customer service experience

PREFERRED QUALIFICATIONS:

- Exceptional customer service skills.
- Strong desire and ability to learn and effectively use new software, adapting quickly to ever evolving software programs.
- Experience with PowerPoint, and other programs on the Microsoft Office platform.
- Presentation experience.
- Excellent professional written/verbal communication skills.
- Ability to multi-task, prioritize and manage time effectively.
- Solid problem solving skills.
- High degree of attention to detail and organizational skill.
- Positive attitude.

Email your resume to humanresources@terryberry.com