

Terryberry Careers

Sr. Customer Success Manager

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



Email your resume to dlarson@terryberry.com

Terryberry is looking for a customer-focused, highly motivated individual to join our Customer Success Team. In this role you will develop relationships with major customers to increase revenue by reviewing current relationships, ensuring success with recognition programs, and identifying opportunities for growth within existing relationships. Ideal candidates will have at least 4- years of account management or sales experience and be service focused with excellent verbal and written communication skills, advanced computer skills, and a high comfort level talking and consulting with existing customers.

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 in 1918 as a jewelry and award manufacturer, Terryberry is equipped with over a century of experience in employee recognition solutions. Our innovative recognition programs and rewards are designed to ignite purpose and potential in organizations.



RESPONSIBILITIES:

- Drives increased utilization, business expansion and client success with recognition programs through proactive business reviews with assigned client base.
- Understands the client's business issues, desired outcomes and recommends solutions based on Terryberry's best practices.
- Develops and uses multiple cadences to systematically connect and engage client base.
- Demonstrates the 360 Recognition Wheel and all various features to clients.
- Provides on-going support and education to clients via video conferencing, phone, and email.
- Facilitates problem-solving between client and the Terryberry Customer Experience and Sales teams as needed.
- May mentor other members of the Customer Success Team.
- Other responsibilities as assigned.

QUALIFICATIONS:

- Exceptional communicator with the ability to influence decisions and convey credibility at all levels of an organization.
- Skilled at listening and building relationships with clients.
- Strong desire and ability to learn and effectively use new software, including; Salesforce, Outreach, GoToMeeting and Tableau.
- Experience with PowerPoint, and other programs on the Microsoft Office platform.
- Ability to multi-task, prioritize and manage time effectively.
- Solid problem-solving skills.
- High degree of attention to detail and organizational skills.
- Positive attitude and desire to work as a high performing team member.
- 4+ year's proven sales or account management experience.
- Bachelor's Degree preferred

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www.terryberry.com