

Terryberry Careers

Implementation Specialist

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 Experience software Implementation Team. The Implementation Specialist is responsible for assisting our customers with the design and implementation of their 360 Recognition solution. Ideal candidates will be serviced focused with excellent verbal and written, communication skills, highly organized and have 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 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:

- 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.
- Provide on-going support and education to customers or internal support teams via video conferencing, phone and email.
- Facilitate problem-solving between customer and the Terryberry software development team.
- Prepare for and participate in the Sales to Post-Sales internal Hand-off meetings.
- Schedule, prepare for, and lead the Kickoff Meeting for the customer.
- Create a project plan that follows internal guidelines, and get approval from the customer.
- Regular (minimum weekly) cadence of internal and external communications on the project plan, including a Status Report. sent to the customer and an internal communication update
- Maintain the project plan and track time.

QUALIFICATIONS:

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

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