

Terryberry Careers

Customer Account 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, service oriented individual to join our Customer Experience Team. Our ideal candidate has customer service experience and thrives in building relationships with customers. Individuals should have professional communications skills (written and verbal), intermediate Excel skills and perform well in a team environment.

ABOUT US

Our Mission | We inspire people to achieve remarkable things.

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:

- Develop and maintain relationships with recognition program administrators within assigned accounts.
- Customer onboarding & account setup.
- Document account program details & instructions.
- Build and maintain recognition program details in ERP (ROES).
- Process & upload employee lists to Awardchoice.
- Update & quote pricing upon request.
- Enter or upload, review, confirm and submit orders accurately, including tooling details.
- Utilize Salesforce and process sheet to create re-order cadences and tasks.
- Update accounts, orders & cadences as changes occur.
- Support customer online programs, including employee lists, communications, login instructions, and brochure orders.
- Assist program administrators with website award links.
- Create business opportunities for existing customers in Salesforce.
- Back-up team members as necessary, along with other duties as assigned.

QUALIFICATIONS:

- Exceptional customer service skills, including 2+ years previous experience and proven ability to develop and maintain relationships.
- Up-to-date technical skills including; ability to work with dual screen monitors, intermediate Excel and Outlook skills, and the ability to learn and effectively use new software.
- Excellent professional written & verbal communication skills.
- Ability to multi-task and prioritize and manage time efficiently.
- Solid problem-solving skills
- High degree of attention to detail and organizational skills.
- Exhibit a positive attitude and teamwork orientation.