

Customer Care Key Account Specialist



Terryberry is looking for a customer-focused, service-oriented individual to join our Customer Care Team. The successful candidate is service-minded, and will be focused on improving the relationship with internal and external customers and resolving issues related to orders and process. Enhancing the relationship in this way adds value by contributing to the retention of Terryberry's most important customers.

About Terryberry

We are Terryberry, the recognition and engagement company that ignites employee success. While we have been in the business of employee recognition for +100 years, we are entering one of the most exciting times of our history as we transition to an employee engagement SaaS led organization. We are headquartered in Grand Rapids, MI; with locations throughout North American and the UK. Are you interested in joining a dynamic growth company which has a real purpose?

Email your resume to careers@terryberry.com

Responsibilities

- Daily communication with a high need customer
- Call solicitation and answering phone calls
- Processing various types of Salesforce cases
- Follows up with customers with bad addresses
- Processes order form orders and some repeat manual orders
- Reviews, confirms and processes all orders accurately
- Tracks orders in the system, investigate discrepancies and rejected orders, along with communicating to customers as needed
- Responds to customer inquiries regarding ship schedules, product availability, order status, and tracking
- Assists clients with Experience (My Terryberry Portal), as needed
- Backs up team members as necessary
- Resets & resends award passwords via email
- May be trained to support clients utilizing 360 Recognition including technical training, reporting, analytics, and more

Skills and Experience

- Exceptional customer service skills, including 1-2 years of previous professional experience
- Proficiency with Salesforce, MS Office Suite, including Excel, and the ability to learn and effectively use new software
- 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 skills
- Positive attitude