

Terryberry Careers

# Customer Success Operations Manager



Terryberry

Terryberry is looking for a dynamic and inspiring Customer Success Operations Manager to lead a team of specialists focused on driving product adoption, leading a positive customer experience, and driving growth through gross renewals and net retention improvements. The Manager will be responsible for the implementation of the vision and strategy for the department. In this critical function defining and optimizing the customer journey is key. The ideal candidate is a leader who is passionate about technology, has experience with cross-functional teams and has a bias for action.

## 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?

### Responsibilities

- Design and execute best practices for overseeing the customer journey that results in successful customer satisfaction and retention
- Manage and lead team toward activity goals and metrics
- Hire, train, motivate and coach employees, assessing employee performance and providing feedback and training opportunities
- Accountable for the following metrics: renewals, churn, growth, new customers and growth
- Work with cross-functional teams around customer success initiatives
- Proactively monitor customer and end-user engagement to identify potential risks and prevent customer churn
- Develop and implement tailored and proactive customer programs that provide continued value to the customer and drive long-term account growth
- Lead client escalations, ensuring required cross organizational collaboration and communication cadence
- Continuously drive towards greater efficiency and quality, developing scalable solutions that set the team up for long-term success

### Skills and Experience

- BA/BS degree and/or equivalent experience
- 3+ years proven sales or customer success experience
- Proven track record of achievement of customer retention and satisfaction in managing a portfolio of clients
- Experience working with Salesforce or similar CRM
- Ability to utilize and leverage multiple technical sales tools
- Extensive experience with PowerPoint, and other programs on the Microsoft Office platform
- Strong communication and interpersonal skills
- Driven, self-starting, and self-motivated

Email your resume to [careers@terryberry.com](mailto:careers@terryberry.com)