

Customer Success Manager



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

- Drive increased utilization, business expansion and client success with recognition programs through proactive business reviews with assigned client base
- Understand the client's business issues, desired outcomes and recommend solutions based on Terryberry's best practices
- Develop and use multiple cadences to systematically connect and engage client base
- Demonstrate the 360 Recognition Wheel and all various features to client
- Provide on-going support and education to clients via video conferencing, phone, and email
- Facilitate problem-solving between client and the Terryberry Customer Experience and Sales teams, as needed
- Other responsibilities as assigned.

Skills and Experience

- Bachelor's Degree preferred and/or equivalent experience
- 1-3 years' experience in a similar role
- Strong communication skills with the ability to influence decisions and convey credibility at all levels of the 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 MS Office programs
- Ability to multi-task, prioritize and manage time effectively
- Exceptional problem-solving skills
- High degree of attention to detail and organizational skills
- Positive attitude and desire to work as a high performing team member
- Team player!