

Manager, Engagement Solutions

We are seeking a talented and dynamic hands-on Manager of Engagement Solutions to join the Terryberry team! This individual will be responsible for leading our B2B SaaS Solutions team who guides our customers through the sales process, from pre-sales consultations and product demonstrations to post-sales implementation.

You will lead and mentor a team of Solution Architects, providing guidance and support through the sales and implementation process. You will help develop and execute a strategic vision for the Enablement and Solution Architects team to drive revenue growth and enhance client satisfaction. Ensure proper resource allocation; efficiently allocating team resources to meet customer needs and launch deadlines. Collaboration will be key to success; distilling and communicating customer needs and product feedback to Sales, Engineering, and Product teams.

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

Email your resume to careers@terryberry.com

Primary Responsibilities

Pre-Sales

- Industry Expertise: Develop an expert-level understanding of Employee Engagement
- Product Expertise: Develop an expert-level understanding of our Employee Engagement Platform, including its features, functionalities, and benefits.
- Customer Needs Assessment: Collaborate with the sales team to deeply understand client needs and objectives, and recommend how our Employee Engagement platform will address their needs and objectives.
- Product Demonstrations: Conduct compelling and informative product demonstrations, showcasing how our Employee Engagement platform can address their specific customer challenges.
- Solution Consultation: Provide in-depth product guidance during pre-sales discussions, addressing client queries and concerns.
- Proposal and Spec Sheet Development: Assist in creating tailored proposals and detailed spec sheets that clearly outline the solution's technical requirements, customization, and integration needs for the build team.

Post-Sales

- Implementation Planning: Collaborate closely with customer to plan and manage the successful implementation of our Employee Engagement platform.
- Spec Sheet Creation: Translate client requirements into detailed spec sheets that clearly outline the platform's technical configuration and integration needs for the build team.
- Training: Develop and deliver training sessions and materials to clients, ensuring they can effectively use our solutions.
- Quality Assurance: Oversee quality assurance processes to ensure that the delivered solutions meet client specifications and expectations.
- Troubleshooting and Support: Offer post-implementation support, assisting clients in resolving any technical issues or challenges that may arise.
- Client Relationship Management: Build strong relationship with customers and manage hand-off to Customer Success to serve as their primary point of contact for ongoing needs and updates.

Enablement

- Own the design and implementation of product sales training & development along with content and technology to support it
- Collaborate with product to ensure sales team training on new features and associated talking points
- Determine what is working & not working based on sales team feedback, relevant sales metrics (e.g., win-loss data) and customer conversations

Skills and Experience

- Bachelor's degree and/or equivalent experience required
- 5-10 years of prior proven experience in a similar role within the B2B SaaS industry, including both pre- and post-sales activities. Experience and expertise in Employee Engagement Surveys and Analytics is highly desired
- Prior leadership experience is required; ideal candidate will have led and built a global technical team that has successfully partnered with the sales team to guide successful customer outcomes
- Strong technical aptitude and the ability to understand and communicate complex concepts effectively
- Exceptional oral and written communication skills, with the ability to engage and persuade audiences
- Strong analytical and problem-solving skills to address customer needs effectively
- A deep commitment to customer satisfaction and a dedication to exceeding customer expectations
- Proven ability to manage multiple customer engagements concurrently, ensuring successful delivery