

# Senior Manager - Customer Success

Terryberry is looking for a dynamic Senior Manager – Customer Success to lead a team focused on driving product engagement, leading positive customer connection experiences, and driving growth through renewals and relationship expansion.

**About You:** You possess a unique blend of strategic thinking, creativity, technical proficiency, and operational excellence. You have a proven track record in strategic roadmap planning + execution, customer success and leadership. You are excited about making an impact and using your skills as a transformational and inspirational leader to empower a winning team.

## 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](mailto:careers@terryberry.com)

## Responsibilities

- Set the vision and strategic plan for the Customer Success department that will increase product engagement, create customer advocacy, increase retention, and drive growth through expansion (cross-sell and up-sell)
- Define best practices and processes to optimize customer connections, customer satisfaction and customer lifecycle
- Partner with cross-functional teams to achieve customer goals and share meaningful insights to drive continuous improvement
- Develop clear KPIs and reporting processes to optimize retention, identify potential risks, confirm renewals, and identify growth opportunities
- Develop and implement tailored customer communications, reviews, and programs that provide continued value to the customer and drive long-term account growth
- Continuously drive greater efficiency and quality, developing scalable solutions that set the team up for long-term success
- Hire, train, motivate, and coach team; assessing employee performance and providing feedback and training opportunities

## Skills and Experience

- BA/BS degree and/or equivalent experience; with a minimum of 5 years' experience of proven customer success experience
- Proven track record of achievement of customer retention and satisfaction in managing a portfolio of clients
- Proven track record of developing and leading a winning team(s)
- 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 leadership, communication, and interpersonal skills
- Driven, self-starter, and self-motivated