

Terryberry Careers

Customer Success Manager

terryberry
Engage · Reward · Succeed

Terryberry is looking for a dynamic customer-focused individual to join our Customer Success Team and work directly with our Be Heard Customers. Be Heard is Terryberry's Employee Engagement Survey solution that collects engagement metrics and delivers business intelligence to our customers. In this role, you will partner with customers to design their annual survey plans, provide support and reporting, ensure contract renewal, and identify opportunities for growth within existing relationships. Ideal candidates will be service and sales 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 America and the UK. Are you interested in joining a dynamic growth company which has a real purpose?

Responsibilities

- Design annual survey plan for customers, accounting for their business issues, desired outcomes, and our best practices
- Launch individual surveys including questions, data uploads, and survey communications; and provide ongoing support
- Deliver survey reporting that is accurate and timely
- Ensure annual customer renewal and identify opportunities for customer growth within Be Heard or across Terryberry products
- Provide on-going support and education to clients via video conferencing, phone, and email cadences
- Facilitate problem-solving between client and Terryberry Teams
- Collaborate with extended Be Heard Team to identify opportunities, inform product roadmap, etc
- Other Customer Success special projects + 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 build relationships, influence decisions and convey credibility at all organization levels
- 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
- Strong desire and ability to learn and effectively use new software, including; Salesforce, Salesloft, and Tableau
- Experience with PowerPoint and other MS Office programs

Email your resume to careers@terryberry.com