

Engagement Solutions Specialist

We are seeking a talented and dynamic B2B SaaS Engagement Solution Specialist who will be responsible for guiding our customers through the entire sales process, from pre-sales consultations and product demonstrations to post-sales implementation.

The successful candidate will also play a pivotal role in translating client requirements into detailed spec sheets for our build team, ensuring seamless delivery of our solutions.

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

- Design and implement product sales training & development content
- Partner with marketing & product to help create relevant content including sales scripts, collaterals, case-studies, ROI calculators, battle cards & objection handling content
- Collaborate with product to organization is appropriately trained on new features and associated talking points

Skills and Experience

- Education: Bachelor's degree in a relevant field (e.g., Computer Science, Business, Information Technology).
- Experience: Previous experience in a similar role within the B2B SaaS industry, including both pre and post-sales activities. Strong preference for experience and expertise in Employee Engagement Surveys and Analytics
- Technical Proficiency: Strong technical aptitude and the ability to understand and communicate complex concepts effectively.
- Communication: Exceptional verbal and written communication skills, with the ability to engage and persuade audiences.
- Problem Solving: Strong analytical and problem-solving skills to address customer needs effectively.
- Customer Focus: A deep commitment to customer satisfaction and a dedication to exceeding customer expectations.
- Project Management: Proven ability to manage multiple client engagements concurrently, ensuring successful delivery.