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**CUSTOMER SUCCESS MANAGER**

**POSITION SUMMARY:**

Customer Success Manager plays a critical role in maintaining Alltite’s commitment to customer service excellence. The success of this role depends on retaining the current customer base in the assigned territory. This will include: creating deeper business relationships with customers, establishing multiple touch-points with a single site; driven toward helping them attain their business objectives.

**RESPONSIBILITIES:**

* Develop and optimize relationships to build the Alltite brand and drive growth
* Engagement with customers; helping them understand the entire suite of Alltite products and services to both meet customer needs and gain credibility
* Ownership in calibration customer retention, 85% from assigned territory, building year-long customer engagement
* Works with technicians and scheduling to ensure consistent technician repair visits as well as onsite availability
* Engages with customer before, during and after the calibration including helping the customer understand our proprietary services
* Owns their owns quotes, from the contract review form, to creating quotes and sending accurate quotes to all customers
* Staying on quota and forecasting monthly, quarterly and yearly pipeline
* Balance time and schedule to maximize the number of touch points with each customer
* Demonstrate excellent communication skills and constructive team engagement, may include problem solving with both internal and external customers
* Implements territory specific needs from high-level contract sales
* Maintains a fun, optimistic, can-do outlook regardless of circumstances to create success
* Works with team members to collaborate, create value for customers, and drive sales.
* Strives to keep the customer at the core of every decision they make
* Consistently earning the trust of coworkers and customers by doing what they say they will do
* Entrepreneurially owns role with passion, innovation and adaptability
* Owns customer input and accurate CRM documentation
* Responsible for forecasting current territory
* Maintains a level of flexibility in order to succeed in a fast-paced work environment
* Follows all established processes for the expeditious handling of orders
* Acts as liaison between customers, operations and accounting to internal and external satisfaction
* Completes other special projects or duties as requested
* Embrace change

**QUALIFICATIONS:**

* 4 year degree or equivalent work experience
* A high capacity for understanding internal business systems
* Must demonstrate ability to problem solve, learn new processes and change as needed
* Proficient in Microsoft Office with strong verbal and written communication skills
* Ability to convey complex ideas, and thoughts via written and verbal communication in a timely fashion
* Ability to adjust to varying customer and co-worker communication styles and personalities
* Satisfactory background check
* Ability to lift 50 lbs. without aid on occasion and ability to sit at desk for four hours using computer

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Preferred qualifications or skills:**

* Mechanically inclined
* Two or more years of experience in Sales or Customer Service
* Experience in with MicroSoft Dynamics Office products or other ERP and CRM systems

**Compensation:**

Non-exempt position, base wage