Customer Success Specialist

As a "**Customer Success Specialist**" you will be responsible for managing and assisting a large portfolio of enterprise and institutional customers to implement and optimize their ExpertFile experience in a way that assures their success with our unique solution.

You will be speaking with our customers throughout the world on a daily basis to help them advance their marketing programs with key audiences. Your mission is to help our customers get on-boarded, trained, master our platform and manage expectations to achieve related goals.

Responsibilities:

Onboard New Customers

- Demonstrate our platform to senior decision makers and employees through in person or online sessions.
- Train customers on functionality of the ExpertFile Administrative Dashboard where they can manage all their entire content, programs & generate reports
- Assist customers with issues and questions in managing their expert content

Drive Customer Satisfaction

- Manage & maximize customer engagement on the ExpertFile platform
- Provide quarterly Performance Reports to customers with key metrics explaining achievements and areas for improvement Set regular check-ins with customers to evaluate performance and make suggested recommendations
- Track satisfaction ratings of customers & their employees
- Inform customers of any product updates
- Educate customers on additional value-added services that drive success

Renewing agreements

- Proactively reaching out to customers & decision makers to maximize retention

Customer Value Optimization

- Ensure our product team understands customer needs and help define new feature requests to ensure customer success and maintain our market lead.

Who You Should Be?

- Someone who loves to win and has drive; you thrive in a fast-paced environment, and you don't fade under pressure
- A person dedicated to exemplary customer satisfaction; the customer comes first and you are committed to ensuring the very best service
- A life-long learner; you prioritize learning and development and want to get better everyday
- An advocate for the customer, you have a passion for helping drive innovation related to our software platform and improving processes that drive value.
- A strategic thinker and problem-solver; you have an analytical mind and can overcome challenges, on-the-fly, in a thoughtful and meaningful way
- Detail oriented; you're busy and over-booked, but you manage to do it all, with a smile on your face, and success in the end
- A team player; you understand that success is a team sport and, in order to build something special, we need to make each other better
- A pioneer, and self-starter; you are comfortable working with ambiguity and can take action even when things are uncertain
- A person of high integrity; you want to get things done while also doing it the right way with a customer-first attitude
- An experienced CRM or CSM user, or someone who is tech savvy and highly organized
- A history of excellence; when you commit to something, you do it well

Experience:

- Minimum 2 years in an account management capacity with proven results driving customer satisfaction and revenue
- Bachelor's degree or equivalent
- Experience with any type of CRM or CSM[1] system
- Experience managing a portfolio of clients with multiple and varied needs
- Experience working with multiple stakeholders to drive & deliver improvements and/or change
- Previous experience with web based applications

Application Process:

All applicants will be reviewed however only those candidates selected for an interview will be contacted. ExpertFile is an equal opportunity employer. All candidate information will be kept in the strictest of confidence.

New graduates are welcome. ExpertFile is an equal opportunity employer.

Please direct all inquiries to: hr@expertfile.com

About ExpertFile

ExpertFile is the world's leading content solution and global marketplace designed for experts and their organizations. Our SaaS platform helps corporate, higher education and healthcare clients manage their content and improve visibility for their experts.The ExpertFile global marketplace now lists experts searchable on over 30,000 topics and is integrated into over 15,000 newsrooms through its partnership with the Associated Press. ExpertFile clients include IDC, Berkeley Haas School of Business, Unum, University Health Network and Emory University. The company won the prestigious SIIA CODiE award for "Best Content Marketing Solution" in 2018. For more information, visit www.expertfile.com