

## **POSITION OVERVIEW**

Customer Success Specialist (CSS) supports the overall satisfaction of our TimeLinx, Sage and Infor clients. The CSS must take a proactive approach to solving a client's technical problems while introducing recommendations such as additional products & service enhancements. The CSS collaborates with sales, service, engineering, and support resources to ensure recommendations include technical solutions that accurately address a customer's needs. The CSS is responsible for ensuring the solutions, resolution and recommendations introduced are profitable through proper expectation setting. Reporting directly to the Vice President of Products and Services and reports on a dotted line to the Executive Vice President & General Manager.

## **JOB RESPONSIBILITIES**

- Works support tickets, support calls, training requests and product recommendation requests prioritizing effort based on maximizing total impact on team productivity and profit, or as directed by the manager.
- Proactively assess the technical solution required to address customer's needs, assesses customers met and unmet needs, and recommends solutions that optimize value for both the customer and TimeLinx
- Secures input from all necessary solution stakeholders within the customer firm. Adapts solutions, as necessary, to ensure appropriate support.
- Coordinates closely with internal teams to align solution design with customers' business requirements.
- Secures from customer technical staff commitments needed to ensure resolution.
- Meets company's profitability expectations in problem resolution
- Opportunistically pursues additional business development opportunities within customer firms through proactive communication with clients.
- Monitors customer support for technical solutions throughout support engagements and alerts the sales and account teams of potential risk

## **ACCOUNTABILITIES AND PERFORMANCE MEASURES**

- Achieves assigned productivity and profitability objectives.
- Proactively maintains close contact with clients and partners.
- Maintains high customer satisfaction ratings that meet company standards.
- Completes required training and development objectives within the assigned time frame.

### **ORGANIZATIONAL ALIGNMENT**

- Reports to the Vice President of Products and Services.
- Reports on a dotted-line basis to the Executive Vice President & General Manager.
- Works closely and collaboratively with all teams supported.
- This position is classified as “remote” and can be located anywhere. The right candidate needs to be self-guided, motivated, and able to work in a remote environment.

### **QUALIFICATIONS**

- Ideally a four-year college degree from an accredited institution
- Minimum six years of business-to-business software pre-sales and/or post-sales support experience, preferably in ERP, CRM and/or FSM
- A record of achievement and technical solution expertise in a comparable technology role.
- Product certification, engineering credential, or equivalent technical credential are a plus.
- Experience with Sage ERP & CRM Solutions are a plus
- Experience with Infor ERP & CRM Solutions are a plus
- PC proficiency

### **ENVIRONMENTAL JOB REQUIREMENTS AND WORKING CONDITIONS**

- Although unlikely, this position may include travel to customer locations
- Full Time Position and expectation is for the ideal candidate to work 8:00AM – 5:00PM Monday through Friday in their respective time zone
- All prospective employees must pass a background check.

### **COMPENSATION AND BENEFITS**

- Competitive salary paid twice monthly as well as eligibility for incentive compensation plan because of successful up-selling and cross-selling
- Health, dental, vision and life insurance options available
- 2 weeks paid vacation per year and 9 paid holidays per year
- All prospective employees must pass a background check.