



Position Title: *Customer Success Specialist*
Reports to: *Customer Account Manager*
Classification: *Exempt*

Position Description

The Customer Account Specialist will have responsibility for daily management of account(s) operations to ensure excellent customer satisfaction is provided. The Customer Account Specialist is part of a group point of contact for the account and will support the Customer Account Lead with additional duties. Excellent attention detail, have a client-centric attitude, and will manage multiple tasks throughout the day. Must be self-motivated and possess great critical thinking skills. Proactively manages the customer's account needs and collaborates with internal departments to ensure the highest levels of customer satisfaction and that their expectations are met. Researches and resolves customer issues in the areas of order management, order adjustments (cancellations), billing inquiries, and account receivable aging activities, interactions initiated by customers primarily through email and/or portal communications. Takes ownership of the account tasks to ensure complete and accurate resolution.

Key Responsibilities

1. Inspire a customer first culture and be a part of a group point of contact for escalation of customer issues while ensuring all company and account specific policies are being adhered to.
2. Assist in training of new associates (account specific training)
3. Develop and maintain SOP's (account specific SOPs)
4. Problem solves issues in real-time, based on business and customer needs
5. Maintain a pulse on the needs of both the customer and the team to inform ongoing learning opportunities and knowledge gaps (communicates customer account specific needs to Customer Account Managers, EW departments along with brainstorming ideas on reaching customer needs/request)
6. Analyze customer data/needs and coordinates with cross-functional departments to develop and deliver an appropriate solution for customers. (account specific data and collaborates with lane/clusters)
7. Collaboration with Business Analytics department and customer on pricing discrepancies
8. Collaboration with Finance department on account receivables resolution (AR research and collaborates with Sales/Finance to ensure payments are on time and past due resolution)
9. Continuously evaluate and identify opportunities to drive process improvements that positively impact clients and its customers
10. Additional duties as assigned

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Competencies

1. Strong project management & relationship management skills
2. Leadership skills to facilitate meetings and manage project teams
3. Ability to problem-solve and troubleshoot
4. Excellent organizational skills, a keen eye for detail, and the ability to multi-task in a fast-paced, ever-changing environment
5. Customer/Client Focus through excellent communication skills, both verbal and non-verbal

Qualifications

1. Associates degree OR equivalent practical experience
2. A minimum of 3 years of experience in Account Management (preferably, business to business, commercial accounts)
3. Proficient in Microsoft applications, with a high proficiency in Excel (macros, v-lookups)
4. Proficient in the English language- verbal and written

Travel

Minimal travel is expected for this position.

Work Environment

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.

Physical Demands

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. This is a sedentary role; however, some kneeling, bending, and standing is required, as necessary.

Position Type/Expected Hours of Work

The standard workweek is forty (40) hours. The standard workday is eight (8) hours for nonexempt workers. Workday lengths for exempt associates are determined primarily by the hours required to accomplish their current workloads. General business hours are from 8:00 a.m. to 4:30 p.m. daily. As starting and ending times vary within departments and office locations, the manager of each department will determine the schedule for his or her department.

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