

## **BARRETT DISTRIBUTION CENTER POSITION DESCRIPTION**

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**Position Title:** (Strategic) Customer Success Manager **Date:** May 2017

**Reports To:** Director, Strategic Account Management **FLSA:** Exempt

### **GENERAL SUMMARY**

The Customer Success Manager will be responsible for building and maintaining relationships while increasing adoption and satisfaction with assigned accounts of strategic significance. Responsible for ensuring an exceptional end-to-end customer experience, identifying and nurturing supply chain service solution opportunities, while leading, supporting and advocating for the client's strategic business objectives. Consistently exceed corporate values and objectives.

### **ESSENTIAL JOB FUNCTIONS**

- Establishes a trusted advisor relationship with each assigned customer to drive continued value of our services.
- Cross-departmental coordination of personnel including operations, customer service, IT, quality, inventory control, BPO, and management resources to meet strategic objectives and customers' expectations.
- Works with customer to establish critical goals, or other key performance indicators as along with internal account participants across departments to align expectations and pursue activity for successful attainment of those expectations.
- Proactively leads a customer success planning process with executive stakeholders from the customer team that develops mutual performance objectives, financial targets, and critical milestones.
- Establishes productive, professional relationships with key personnel in assigned customer accounts. Become the expert on all aspects of the relationship.
- Establishes productive, professional relationships with key Barrett personnel responsible for servicing assigned accounts.
- Proactively assesses, clarifies, and validates customer needs on an ongoing basis.
- Identifies and nurtures solution efforts that best address customer needs, while coordinating the involvement of all necessary company and cross-department personnel.
- Achieves strategic customer objectives defined by management.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.*

\*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

- Assists Director in all aspects of survey preparation, results analysis, and follow-up process to achieve highest customer satisfaction ratings in assigned and unassigned accounts.
- Develops customer success plans and participates in quarterly business review development and delivery with assigned accounts.
- Ability to write reports, and business correspondence and is comfortable and skilled to effectively present information and respond to questions from wide ranges of professional levels, customers, prospects, internal stakeholders, peers and the public.

### **OTHER DUTIES AND RESPONSIBILITIES**

Other duties as assigned.

### **COMPETENCIES**

- Communication - Able to respond and exchange ideas clearly and effectively through writing, speaking, and presentations; shares appropriate information to keep people informed; seen as approachable.
- Project Management – Able to effectively and efficiently manage and communicate multi-stage projects with various constituents and conversant use of available systems, materials, and tools.
- Teamwork - Values the opinions of others; assists others when needed; participates effectively as member of a team; balances personal contributions and needs with those of other members of the team to achieve common objectives.
- Problem Solving - Analyzes problems to identify probable cause; thinks of new possibilities; identifies critical issues and develops options for addressing them; able to incorporate other viewpoints as part of the process of developing solutions.

### **PREPARATION, KNOWLEDGE, SKILLS & ABILITIES**

- Minimum 10 years of strategic, B2B customer-centric account management experience, preferably in supply chain/logistics industry.
- Experience navigating complex organizational environments.
- Ability to identify and communicate with multiple constituencies and decision-makers.
- Proven experience engaging clients through professional investigative techniques to understand the client's needs, discover new opportunities and overcome challenges.
- Understanding of Industry trends and how that affects customers' business/vertical.

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- Exceptional analytical and quantitative skills.
- Works on significant and unique issues where analysis of situation or data requires an evaluation of intangibles.
- Judgment/decisions have an impact on achieving company goals and objectives.
- Self-driven, creative problem solver who reads situations quickly and acknowledges potential conflict, taking proactive steps to remedy.
- Travel estimated to be 40% to clients, Barrett Distribution warehouse locations and relevant industry events.
- Bachelor's or Associates degree preferred.

### **WORKING CONDITIONS/PHYSICAL DEMANDS**

- Regularly sit, and use hands to finger, handle or feel or to talk or hear.
- Frequently required to walk and use hand and eye coordination
- Occasionally lift and or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.
- Ability to travel 40% of the time and drive a vehicle.
- The noise level in the work environment is usually moderate.
- The temperature in the work environment can vary from extreme heat to extreme cold.

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