

Customer Success Specialist

Real Customer Success comes from the heart. Do you have great account management and business consultancy skills? Are you passionate about engaging customers and helping them succeed? Do you have impeccable interpersonal skills and can create win/win environments for all parties that you work with? If the answer is yes, read on!

Responsibilities

- Establish a trusted/strategic advisor relationship with assigned clients and help drive continued value from our products and services.
- Own overall relationship with clients. Provide critical support services including onboarding and project management
- Work with clients to establish goals or other key performance indicators and aid the customer in achieving their goals.
- Advocate for customer needs cross-departmentally to insure they have outstanding outcomes.
- Work to identify, develop and close upsell opportunities
- Create fans out of your customers and encourage them to be brand advocates to their colleagues internally and externally

Qualifications

- Prior experience in Account Management, Customer Success or equivalent history of increasing customer satisfaction, adoption, and retention.
- Familiarity working with mid to large size business customers. Ad or marketing agency experience is a plus.
- Impeccable written and verbal communication skills.
- Detail oriented and analytical.
- Strong team player but still a self-starter.
- Thrives in a multi-tasking environment and can adjust priorities on the fly.

Requirements

- 3+ years of relevant experience.
- Avid user of technology and not afraid to dive in and learn new software tools
- Driven: No one needs to push you to excel; it's just who you are.
- Eager to learn, adapt and perfect your work; you seek out help and put it to good use.
- You want to help and serve customers: They win, so you win.
- Prior experience in closing sales deals at the executive level a plus.

ABOUT DIGSITE

Digsite is a Madison based software company that helps consumer brands like Sub-Zero, Organic Valley, and LG Electronics to optimize new marketing programs or product ideas. We're growing fast, and seeking smart, energetic and results-oriented people to join us on the journey. If that sounds like you, contact Monika Wingate at monika@digsite.com