



Position: Customer Success Specialist

Reports to: Customer Success Lead / Sales Director
Job Category: Customer Success
Location: Port Washington, WI or Zionsville, IN
Posted: February 1st, 2023

Position Overview:

The Customer Success Specialists' (CSS) sole focus is delighting and retaining our Customers, often leading to customer expansion. We do this by ensuring our customers are successfully using their Autodesk software and deriving the maximum benefit from their investments. Working with customers requires pro-active use of all of the systems and information available, resulting in live conversations about their current status, needs, and opportunities. The CSS gets involved in pre and post sales on-boarding activities; creating adoption and success plans, increasing customer usage and ultimately driving the renewal of the products on an annual basis. By being a customer advocate, this important role can often lead our sales, technical, and operational staff to deliver for customers in just the right way to ensure success.

Responsibilities:

- The Customer Success Specialist is a key role to driving onboarding, adoption and retention of core products/solutions by providing post-sales guidance and initiatives directly to customers in a select sales territory, industry, or product group.
- Managing a portfolio of a couple hundred customers and interacting directly with customers, you will help at-risk customers by promoting and improving overall customer satisfaction, product adoption, retention, and renewals mainly in the small business and very small business segment.
- Responsibility for strategic new customers, products, and solutions that have specific customer satisfaction processes and requirements.
- The role has a variable commission scheme based on product utilization, customer retention and other key metrics including expansion and new sales.
- The role will partner with sales on account and territory planning and provide customer health leadership, handle escalations on at-risk customers, strategize on how to deliver on Customer Success Initiatives and be a resource on how best to leverage Customer Success Resources across the entire company.
- Ensure that customers derive maximum value from their investment in Autodesk Solutions, utilize all their licenses, identify new opportunities, ensure renewal and collaborate with other teams to ensure growth attainment.
- Monitor customer usage data, health indicators, renewal dates, growth planning and solution adoption to maximize customer success.
- Manage and collaborate inter-departmentally to resolve at-risk customer escalations, and keep timely and accurate documentation in NexGenCAM business systems.

- Responsibilities may include providing or scheduling activation and/or product training, conducting customer health checks, identifying opportunities to expand relationships, up-selling/cross-selling new products and requires an elevated level of influence over the customer lifecycle through renewal.
- Contribute thought leadership and best practice, both internally and externally, around business transformation and end user adoption.
- Conduct outbound customer calls with a required minimum number of calls daily.
- Use salesforce.com to document all customer activity.
- Maintain Salesforce.com opportunities using probability definitions embedded to categorize opportunities accordingly to accurately forecast against plans and targets weekly.
- Build strong relationships for business planning with extended team.
- Respond to partner and customer inquiries in a professional and prompt manner.
- Build strong customer relationships for repeat business.

Minimum Qualifications

- At least 2 years of post-grad work experience on a professional inside-sales, customer success, and/or renewals team (preferably software / subscription / software-as-a-service)
- Previous experience and success in a quota attainment position in sales or customer success
- Extensive customer facing experience required, with the ability to handle customer complaints, misunderstandings and deliver value over the phone
- English Language with clear communication skills, English fluency required, both written and spoken
- MS Office - Proficient in Microsoft Office products (Excel, Word, Outlook, PowerPoint)

Preferred Qualifications

- Relevant Bachelor's degree preferred, but not required
- Experience with Salesforce or another CRM Software preferred
- Experience in customer facing roles including account management, customer support, product management and sales
- Excellent interpersonal skills will be needed in order to build the strong relationships, particularly with field organizations and business partners, which will be critical to success
- Understanding of eStore and how to manage digital sales
- Highly skilled at multi-tasking with the ability to quickly adapt and learn
- Ability to build collaborative relationships within sales as well as sales support to facilitate better customer experience

Benefits



Who WE are: NexGenSolutions has offered best-in-class training and support for the leading CAD/CAM software suppliers since 2008. With a team that started on the manufacturing floor, we provide the best services to get your CNC machines performing. We are the #1 provider in our market, and have been recognized by Autodesk for these results 5 of the last 6 years. Join a fast growing company that has been repeatedly acknowledged for their achievements and focus on customer success.

Why you'll love working at NexGenCAM:

- Tight knit team that enjoys working together and produces great results
- Full benefits packages available for health
- Vacation, Paid Holidays, and Wellness Days
- 401K with a generous employer match
- Professional development opportunities to grow your skills
- Casual office attire, with the exception of customer appointments
- Company culture that encourages innovation, tenacity, and personal and professional development