

Customer Success Specialist (Remote)

Real Customer Success comes from the heart. Are you passionate about marketing, technology, and engaging customers to help them succeed? Do you have impeccable interpersonal skills and the ability to create win/win partnership with all parties that you work with. If the answer is yes, read on!

Responsibilities

- Become a technical expert on using the Digsite application so you can train customers on how to use the product successfully.
- Work with sales to onboard new customers and monitor their success throughout the year.
- Lead project kickoffs for customers and manage Digsite studies from kickoff through completion including recruiting, set up, monitor engagement and sending participant rewards.
- Advocate for customer needs cross-departmentally to insure they have outstanding outcomes. Lead project retrospectives to continually improve customer experiences.
- Respond to customer service requests and manage technical support tickets
- Create fans out of your customers and encourage them to be brand advocates to their colleagues internally and externally.
- Identify potential product improvements and work with the development team to define user stories, test new features and create resource center materials prior to launch.

Qualifications

- Prior experience as a Project Coordinator, Customer Service Representative or equivalent.
- Marketing or Marketing Research related training and experience.
- Experience working with mid to large size business customers.
- 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.
- 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.

Requirements

- Marketing, business or related associate's or bachelor's degree.
- 2+ years of customer success, project management or other relevant work experience.
- Experience using a variety of business technology. Survey programming experience a plus.
- Available M-F from 8:30am-5pm CT. High speed internet and ability to participate in video calls.
- Located in the United States. Permanent U.S. Work Authorization

About Digsite:

Digsite is a Madison WI based technology company that helps major brands like Sub-Zero, American Family Insurance, and T-Mobile get consumer feedback as they build new products, customer experiences or marketing programs. We're growing fast, and seeking smart, energetic and results-oriented people to join us on the journey. If that sounds like you, we'd love to hear from you. Learn more at www.digsite.com