

Customer Account Manager

Terryberry is looking for a customer focused, service-oriented individual to join our Customer Experience Team. Our ideal candidate has customer service experience and thrives in building relationships with customers. Individuals should have professional communications skills (written and verbal), intermediate Excel skills and perform well in a team environment.

About Terryberry

We are Terryberry, the recognition and engagement company that ignites employee success. While we have been in the business of employee recognition for +100 years, we are entering one of the most exciting times of our history as we transition to an employee engagement SaaS led organization. We are headquartered in Grand Rapids, MI; with locations throughout North American and the UK. Are you interested in joining a dynamic growth company which has a real purpose?

Email your resume to careers@terryberry.com

Responsibilities

- Develop and maintain relationships with recognition program administrators within assigned accounts.
- Customer onboarding & account setup.
- Document account program details & instructions.
- Build and maintain recognition program details in ERP (ROES).
- Process & upload employee lists to Awardchoice.
- Update & quote pricing upon request.
- Enter or upload, review, confirm and submit orders accurately, including tooling details.
- Utilize Salesforce and process sheet to create re-order cadences and tasks.
- Update accounts, orders & cadences as changes occur.
- Support customer online programs, including employee lists, communications, login instructions, and brochure orders.
- Assist program administrators with website award links.
- Create business opportunities for existing customers in Salesforce.
- Back-up team members as necessary, along with other duties as assigned.

Skills and Experience

- Exceptional customer service skills, including 2+ years previous experience and proven ability to develop and maintain relationships.
- Up-to-date technical skills including the ability to work with dual-screen monitors, intermediate Excel and Outlook skills, and the ability to learn and effectively use new software.
- Excellent professional written & verbal communication skills.
- Ability to multi-task and prioritize and manage time efficiently.
- Solid problem-solving skills
- High degree of attention to detail and organizational skills.
- Exhibit a positive attitude and teamwork orientation.