

Engagement Solutions Onboarding Specialist

Terryberry's Engagement Solutions Onboarding Specialist is responsible for setting our customers up for success from the point of sale through a successful implementation. They will maintain and help ensure the excitement of each new customer throughout the onboarding process; educating on best practices, coordinating across teams to deliver value as quickly as possible, and creating a loyal customer base from the very beginning of the customer's lifecycle. Following a successful onboarding, the Specialist will ensure a proper handover to the Customer Success team.

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

Primary Responsibilities

- Own the entire onboarding process from the point of sale through successful implementation; setting up customers for immediate success
- Create initiatives that help to drive successful product implementation
- Help the customer define their needs and manage their timeline toward seeing value
- Work with sales, product, and support teams to ensure that each piece of the journey meets customer expectations
- Complete video and phone calls to ensure that customers are supported during the onboarding process
- Build evergreen content and resources for customers to use for education and to drive rapid product adoption
- Create repeatable processes, resources, and frameworks to use when onboarding customers
- Successfully transfer your customer relationship to a Customer Success Manager after onboarding
- Solve new customer technical issues and requests
- Create Success Potential vectors for the Customer Journey

Skills and Experience

- 3+ years' experience in Customer Success and/or a similar role
- Excellent oral and written communication skills
- Top notch customer service skills
- Strong organizational and time management skills, high attention to detail
- Ability to work well both independently and across teams; self-motivated and driven
- Strategically minded and solutions oriented
- Team player!