



Customer Success Representative

ROLE AND PURPOSE

The Customer Success Representative, reporting to the Director of Curriculum, is responsible for developing and conducting employee training programs for the organization. They are responsible for using excellent, in-depth knowledge of Brivity Platform to extensively train our clients as needed, as well as communicate effectively with team members both within the customer service department as well as team members from design, development, and sales departments as needed.

DUTIES AND RESPONSIBILITIES

- Drive customer satisfaction and reduce churn
- Support and train clients on Brivity products and services by developing mastery of Brivity Platform and it's evolving feature set.
- Manage, organize and update Brivity's client services tools as a result of our platform launch efforts.
- Utilize phone, email and chat for proactive client outreach.
- Consistent and timely follow-up with customers to ensure resolution, satisfaction and possible referrals for system upgrades.
- Become a trusted advisor and resource for our clients and own their issue to completion.
- Perform all other Business Development duties as assigned.

SKILLS & COMPETENCIES

- Tech savvy with a skill for learning web-based systems.
- Skilled with computers, email, smartphones, and web-based tools.
- Excellent written and verbal communication skills.
- Highly organized with extreme attention to detail.
- Ability to work independently and handle shifting priorities.
- Very motivated by a growth and coaching culture.
- Must work in Bellingham office.

QUALIFICATIONS

- 2-4 years experience in Customer Service/Account Representative/Client Care
- Strong working knowledge of Google Apps and Microsoft Office applications.
- Experience working in real estate-related businesses or previous CRM experience required

POSITION TYPE AND EXPECTED HOURS OF WORK

This is a full-time position; typical work hours and days are Monday through Friday, 8:30am to 5:00pm. Some flexibility in hours is allowed. Salary DOE.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire. As a policy, the Ben Kinney Companies company does not sponsor employment visas.

Ben Kinney Companies Tech Division is an Equal Employment Opportunity employer. All qualified candidates will receive consideration for employment without regard to race, color, religion, sex, or national origin.