



For over 50 years, Summit Group has been helping companies “Live their Brand”

through a multitude of solutions that include branded merchandise, reward & recognition technology and programs, eCommerce platforms and creative communication campaigns—all designed to impact employees, channel partners and clients. We pride ourselves in “Relentlessly Hunting for the Wow” for our teams and our clients. We believe that serving our clients starts internally with happy teams who feel appreciated and “Work Together Like Family”.

Summit Group has developed a new role called a *Client Success Specialist* - a vital part of the Client Success Team. The Client Success Specialist (CSS) in this role will be responsible for supporting the Client Success Team activities, specifically generating ideas for revenue growth, creating client presentations, sourcing and merchandising products, and managing various projects. Ideally, the CSS helps the Client Success Team grow their business and provide a top-notch client experience.

PRIMARY RESPONSIBILITIES:

- ✓ Collaborate with the Client Success Executive and/or Client Success Director on ways to increase revenue.
- ✓ Create solutions based on client needs, to include researching product and service information from suppliers, including costs, availability, and delivery schedule for designated accounts.
- ✓ Follow trends in the marketplace to best develop creative merchandise solutions.
- ✓ Manage projects within the Client Success team, coordinating multiple stakeholder groups to develop and execute deliverables.
- ✓ Participate in sales/supplier/client meetings to increase product and solutions knowledge.
- ✓ Create and design artwork for client orders and develop client proposals and presentations on an as needed basis in Adobe Illustrator, PowerPoint and other programs.
- ✓ Be people-oriented, client-focused, and assertive in developing client and supplier relationships.

What does it take to be a successful Client Success Specialist?

- Creativity
- Initiative
- Results-driven
- Teamwork
- Problem-solving
- Relationship-building
- Attention to Detail

KNOWLEDGE & EXPERIENCE PREFERRED:

- 2-3 years of B2B sales, inside sales, sales support, PR, agency or marketing-related experience.
- Experience in promotional products, PR, marketing services a plus.
- Familiarity with CRM systems such as NetSuite, Salesforce, Zoho etc.
- Microsoft Office proficiency required.
- Bachelor’s degree preferred but applicable experience will be considered

We believe in building Better Lives for our associates and offering excellent benefits and perks, to include:

- Comprehensive healthcare coverage
- Flexible PTO Program (vacations are encouraged!)
- Paid time off to “give back” to the community
- 401K retirement account
- Summit Wellness Program, to include unlimited access to a Wellness Coach
- Continuing education reimbursement

Culture means everything to us. Working at Summit will give you the opportunity to be around the best team members who are serious about family, values, and success. Together, the Summit family works hard to make our vision come alive, constantly finding ways to Build Stronger Brands to Create Richer Lives and a Better World.

Consider being a part of this exciting journey and join our dynamic, growing team today!

