

# Customer Success Manager



## Position Overview:

The Customer Success Manager services and supports both external and internal customers and manages the Customer Experience team.

With a keen understanding of the promotional products and/or apparel industry, the manager knows how to create the best possible customer experience for all Storm Creek customer segments, at every touchpoint. The manager has high standards, sets clear performance metrics, and continuously trains and coaches team members using proven processes. Their work and passion for exemplary service results in high customer satisfaction scores and recurring customer revenue.

**Reports To:** Integrator

## Essential Job Functions:

### ***Leadership, Management & Accountability of the Customer Experience Team:***

- Manager Customer Experience team using Storm Creek's EOS Management Standards including daily huddles, weekly L10 meetings, and quarterly conversations.
- Promote accountability through setting clear goals and metrics and communicating expectations.
- Provide guidance to employees on daily tasks and department priorities.
- Have thoughtful and direct, in-the-moment conversations.
- Establish and review scorecard metrics to measure order entry accuracy and customer service performance. Discuss performance issues with employees where needed and implement action plans and/or new process where needed.

### ***Exceptional Customer Service and Satisfaction:***

- Establish clear customer journey and set clear standards for all touchpoints of order processing and customer service.
- Seek improvements in process and systems that lead to increase customer satisfaction.
- Implement multiple tools to measure customer satisfaction in varied ways across all customer channels.
- Investigate and present long term solutions for customer service issues.

### ***Proven Processes and Procedures:***

- Collaborate with leadership team to carry out company goals and strategic plans.
- Create clear processes and procedures to train and guide employees in their interaction with internal and external customers.
- Look for opportunities to build efficiencies and ensure processes are scalable.
- Collaborate with IT to build out technology needed to improve customer experience.
- Own CRM Administration and accuracy of customer data.

### ***Bridge Between Other Departments:***

- Work closely with sales team to support their revenue goals, provide confidence in the accurate fulfillment of the orders they generate.
- Partner with warehouse/fulfillment team to ensure orders can be fulfilled same day.
- Collaborate with Sales and Marketing teams to build tools and messaging necessary to improve customer experience journey.
- Provide reporting and analysis for other departments as needed.
- Generate quarterly reports and business reviews for key customers and sales team.

***Product and industry knowledge:***

- Maintains current knowledge of Storm Creek styles, features, fabrics, colors, prices, etc.
- Understand all ecommerce and industry portal connects and ensure data is accurate and flowing smoothly.
- Continually expands knowledge of the promotional products and apparel industries.
- Establishes subject matter expertise on ERP and CRM system and ways to increase utilization.

***Assist with other duties and projects as needed.***

**Skills/Qualifications:**

- Degree in Business/Management or related, or an acceptable combination of education and experience.
- 5-7+ years of directly related work customer service experience. Management experience is a must.
- Previous experience in the promotional products or apparel wholesale industries is a strong plus.
- Computer skills: Proficient with Microsoft Office Suite (strong Excel proficiency) and CRM (ZOHO, Salesforce) platforms; fast learner of ERP software.
- Solid understanding of financial/analysis tools – budgeting, costing, profit levels, etc.
- Proven track record of motivating and inspiring employees while encouraging teamwork.
- Excellent organizational, project/time management and problem-solving skills.
- Strong, effective verbal and written communications skills.
- Comfortable dealing with customers at all levels within an organization. Experience dealing with customers' escalated issues.
- Exceptional attention to detail.
- Self-motivated, with high energy and an engaging level of enthusiasm.
- Comfortable working in a fast-paced changing environment.

Our work environment is **fast-paced, collaborative, and fun!** We run our company on the proven Entrepreneurial Operating System (EOS). We offer an **innovative work environment** and opportunities for growth and advancement, **as well as the following benefits:**

- 401(k)
- Medical Insurance
- Dental insurance
- Flexible spending account
- Health Savings Account

- Vision insurance
- Company paid Life insurance/LTD/STD
- Paid time off
- Shared Success Bonus Program
- Professional development assistance
- Referral program (we want more people like you to join our team!)
- Company learning and team building events
- \$500 clothing allowance

**ARE YOU READY TO JOIN OUR TEAM?**

If you feel that you would be perfect for this role and can help us build our brand of eco-friendly apparel, **apply now!**