

Bestbath Customer Success Specialist Job Description

Position Title: Customer Success Specialist I

Date Revised: 1/28/2021

Department: Sales

Reports to: Sales Operations Manager

FLSA Status: Non-Exempt (Hourly)

Job Summary

Supports the company and customers by taking appropriate steps to assure customer success with products and provide insight and data to inform the other departments in the company. Is the primary customer contact and relationship manager regarding any failures of Bestbath throughout the life of any warranty issue. Other responsibilities include engaging with customers via phone, portal, email, and chat to respond to requests, resolve issues, and answer questions. Build strong customer relationships and brand image through positive customer interactions. Some sales experience preferred.

Utilize creative problem-solving skills to resolve both technical and functional problems while determining the right course of action or escalation path for customer issues. Resolve issues by utilizing appropriate resources and effectively communicating issue resolution and follow-up with customers. Perform customer satisfaction studies as required and produce/present reports. Work closely with other departments to resolve root issues while documenting and tracking ticket histories, issues, and actionable steps taken. Acting as an advocate for the customer experience and root problem resolution.

Keys to Success

- Team Player: is able to effectively work with and communicate with customers, coworkers, prospects, and vendors in a professional, courteous and succinct manner.
- Diligent worker: is self-driven and responsible for maintaining assigned duties without constant supervision
- Attention to detail: high level of accuracy, effective organizational skills, precise decision-making skills
- Ability to address customer requests in a timely manner
- Excellent communication and interpersonal skills with an aptitude for building strong client relationships
- Friendly, focused, and professional email, speaking, and telephone etiquette
- Seek opportunities to control warranty costs through effective auditing, editing, and review of claims
- You can communicate difficult concepts to non-technical players
- Willing to roll up your sleeves and do what it takes to get the job done
- Proactive and solutions-oriented: Once a problem is identified, you are passionate about finding the solution and assuring it doesn't happen again
- Solid analytical skills to visualize, articulate, understand and tell stories using data
- Graceful under pressure: Able to navigate any crisis that may rear its head, remaining calm and focused.
- Consistent and reliable attendance

Essential Duties & Responsibilities

- Qualifies the warranty repair requirements and collects detailed information to accurately create a repair plan for each customer.
- Qualifies and schedules field technicians with customer and obtains estimates.
- Works closely with other Sales resources and other departments to effectively coordinate as needed.
- Manages all internal documentation for repair service including work orders, W9, and Certificate of Liability for each individual vendor
- Follows up with customers regarding customer success with company products to assure satisfaction
- Create, track and report KPIs for customer and product success while acting as an enabler of consistent performance.
- Must demonstrate good judgment and decision-making skills.
- Drives to trouble shoot complex issues with collaboration from internal and external resources to solve intricate problems leading to satisfactory customer resolution.
- Strong relationship building - become the trusted advisor to the customer and company,
- Work in partnership with internal teams to ensure the overall health and retention of customers, specifiers, installers, architects, and dealers
- Seek opportunities to control warranty costs through effective auditing, editing, and review of claims
- Proactively monitor and consult on any activities or breakdowns that may adversely affect company performance and customer experience.
- Interacts and oversees internet-based customers. Processing their orders and providing excellent customer service to internet outlets.
- Follows up and converts leads into sales through internal BBS Shop internet channel
- Responsible for maintaining excellent relationships with sales, administrative, and manufacturing departments.

Other Duties & Responsibilities

- Provide back up as needed for other positions such as Inside Sales Representative, Receptionist, Customer Service and Sales Account Specialists
- Performs other duties as assigned or needed

Job Specifications

- Medium to advanced computer skills
- Basic office equipment knowledge
- Excellent customer service ability
- Medium math and calendar calculations skills

Working Knowledge and Skills

- Minimum of three (3) years direct customer service or significant sales support experience required
- Intermediate to advanced computer experience required
- Microsoft: Windows, Outlook, Word, Excel, Internet Explorer, PowerPoint
- Experience in CRM and/or order entry software a plus
- Close attention to detail
- Must have considerable personal initiative and ability to work independently
- Excellent verbal and written communication skills
- The ability to problem solve, and discover and address root causes of issues
- Must be able to remain focused in a fast work environment and work well under pressure

- Ability and nature to remain calm and motivated for results in stressful settings or situations
- Can easily manage multiple tasks in a well-organized and highly detailed manner while working in a fast-paced, perpetually evolving, relationship-driven environment

Ability to

- Read, speak, and write English clearly and competently
- Answer questions completely with clarity and in a timely manner
- Sit at a desk for extended periods up to and including 8 hours a day

Work Environment & Physical Demands

- Work is performed primarily in an office environment with moderate noise level. The employee in this class is frequently subject to inside environmental conditions, which provide protection from weather conditions but not necessarily from temperature changes.
- Position requires sufficient personal mobility and physical reflexes, which permits the employee to function in a general office environment to accomplish tasks:
- Constantly requires sitting at a desk for long periods of time, up to 8 hours and ability to lift up to 20 lbs.
- Constantly requires clarity of speech and hearing, which permits the employee to communicate effectively
- Constantly requires clear vision to read printed materials and computer screens to accomplish work
- Constantly requires repetitive movement of the wrists, hands, and/or fingers

Travel Requirements

- Local travel and very occasional national overnight travel to attend seminars and training

Disclaimer

Must perform the essential duties and responsibilities, with or without reasonable accommodation, efficiently and accurately without causing a significant safety threat to self or others. The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skill required of all personnel so classified. This job description is not an employment agreement and/or an expressed or implied employment contract. Management has the exclusive right to alter this job description at any time without notice.

To comply with the Americans Disability Act (ADA), Best Bath Systems may make reasonable accommodations for qualified individuals with disabilities to enable them to perform the essential job functions.