



Customer Success Specialist

Team: Operations

Reports to: Director of Sales Enablement

Company:

With locations in Kansas City and St. Louis, Centriq Training is a technology training company invested in developing and supporting the IT workforce in the Midwest. We train IT Professionals from over 450 companies on Microsoft, Cisco, CompTIA, ITIL, Security, and more. Our 4 Month IT Career Program prepares individuals who want to begin a new technology career. Please visit our website @ www.centriq.com.

Description:

The Customer Success Specialist is excited about creating great relationships with our customers, growing the business. Ability to collaborate with team resources to develop client solutions, as well as work with BDM's to transition in new accounts, and will embrace Centriq's Core Values:

Communication
Empowerment
No Student Left Behind
Teamwork
Recognition
Innovation
Quality

Responsibilities:

- Maintain 5-10 enterprise accounts that generate \$30k annually.
- Maintain 200+ number of mid-size accounts that generate \$10k+ annually.
- Focus on client retention and growth within the existing client around Centriq Choice, M365, other DTR opportunities by explaining how we can meet their specific needs.
- Maintain thorough and ongoing knowledge about changes in the IT world related to certifications, vendors, technologies, and new features/functionality.
- Solid understanding and amplification of current Centriq offerings: Centriq Choice, M365, DTRs, etc.
- Identify opportunities for new business with existing clients, share new training opportunities/ products via:
 - Phone Calls
 - Email Campaigns

- In person or virtual meeting events
- Encourage upsell and cross-sells
- One value add resource a month (webinar, article, podcast, white paper) to each contact w/in the account
- Communicating relevant Centriq specials, new course offerings
- Understanding customer staff changes, certification goals, DTR opportunities
- Assistance will come from Operations, Marketing & Director of Sales Enablement
- Uncover DTR opportunities related to Centriq Choice/Core products
 - Grow the opportunity and book of business with the clients around Centriq Choice/Core products
- Make connections with new contacts within existing accounts via:
 - Zoom Info
 - LinkedIn
 - Networking events/trade shows
 - Lead generation from website, webinars
- Advocate for the needs of the customer, share feedback, seek value-adds & additional details.
- Participate in networking events, opportunities as need be.
- Represent Centriq at select trade shows, conferences (virtual or in person).
- Assist in answering questions about the courses we offer with regards to modality, inclusions with courses.
- Foster a relationship between customers & IT support or Operations.
- Detailed documentation of notes in CRM.
- Collaborate with the BDM to target areas of mid-market/enterprise customer base that may have M365 opportunities.
- Work with BDM to take on new accounts in a timely and frictionless way.
- Daily activities to include:
 - Virtual or in-person meetings
 - Outreach and phone calls/emails/LinkedIn messages to existing contacts sharing the value adds
 - Liaise with Operations and BDMs as it pertains to active accounts
 - Centriq Choice Pass renewals/evangelism
 - Update customer on usage of their Centriq Choice Pass, vouchers on a regular basis

Requirements:

- Approaches work with positive energy, strives for clarity, and embraces change.

- Goal and outcome-oriented: Perseverance and motivation to complete sales activities, follow-up, and close deals.
- Desire to provide ongoing benefit to customers and build long-term relationships.
- Excellent communication skills, including ability to explain complex information clearly, write professional emails, network with others, and deliver professional presentations.
- Committed to serving as an ongoing subject matter expert in the services and solutions provided, including knowledge of technology and product catalog changes, customer base, current IT trends (specific to M365 in the marketplace & at Centriq), and company processes.
- Resourceful: Follows processes & procedures, leverages tools available.
- Team Player: Ability to collaborate with team resources to develop client solutions, as well as work with BDM's to transition in new accounts.
- Intermediate user of LinkedIn, CRM tools, and Microsoft 365 Teams.

Expected Outcomes:

- Produce \$1,000,000 in sales annually
- Retain # of existing accounts (quarterly/annually)
- Attend regularly scheduled Sales Enablement Trainings
- Follow Centriq Sales procedures, adhere to level of professionalism set forth by DSE
- Stands with customer from start of opportunity to end, keeps the process frictionless and moving forward
- Engages with Director of Sales Enablement and Operations for DTRs
- Meet weekly/monthly sales activity benchmarks as identified
- Partner with BDM on relevant customer campaigns

Perks and Benefits:

- Competitive Salary
- Health/Dental/Vision/Prescription Drug Insurance
- Flexible Spending Accounts
- Life Insurance
- 401(k)
- Company gatherings and social events