Customer Success Specialist

What does this position actually do?

The Customer Success Specialist fulfills a key role within the ZenQMS team. The essential functions are dependent upon the individual's ability to communicate and develop positive relationships with our new and existing clients and our internal team.

This role will serve as one of our clients' main contact points throughout their journey with ZenQMS; specifically, this role will be the first impression of our company's culture and client-first attitude. This position governs our company's ability to begin the revenue cycle, obtain new clients, and deepen existing client relationships.

This role will onboard and implement new clients using our proprietary tools, provide thorough and thoughtful implementation solutions, work with clients to improve their quality processes by expanding module usage and streamlining configurations, and provide day-to-day application support and assistance in the renewal process.

The Customer Success Specialist will spend the first few months of his or her employment providing client support; this experience will foster expert-level knowledge of the application and our clients' needs. After this period, this individual will learn the ZenQMS standard implementation process, configuration basics, clients' quality requirements (by working with our Quality team), and our proprietary tools.

The individual is expected to take these learnings and translate them into successful implementations that cultivate positive and productive long-term client relationships. The Customer Success Specialist will interact with clients daily (via phone calls, online meetings, emails, and the helpdesk), problem-solve, synthesize and migrate client data/configurations, host live training, and propose new usage solutions and provide technical application support throughout our clients' journeys with the ZenQMS application.

Success will be measured by customer adoption and product usage, customer satisfaction (via polls and surveys), support and implementation metrics, and renewals.

Qualifications & Skills

- **Analytical** – Ability to synthesize information to identify and understand issues and solutions
- **Critical Thinker** – Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- **Highly Organized** – Ability to multi-task and handle multiple ongoing projects at once
- **Detail Oriented** – Understands that the small details matter and that these details can build client trust, respect, and appreciation
- **Flexible** – Comfortable working in a fast-paced environment. Willingness to absorb team members' input and change direction when needed
- **Clear Communicator** – Ability to write and present effectively, both in-person and over the phone/web meeting
- **Team Player** – Ability to foster and maintain strong working relationships within the company. Ability to complete tasks, work cooperatively, while being kind and cordial to all other ZenQMS team members
- **Adaptable** - Ability to respond to changing circumstances and to manage, solve problems, and provide solutions in a climate of ambiguity
- **Technology Skills** – Possess intermediate to advanced Microsoft Suite knowledge (Word, Excel, and PowerPoint); experience with Jira & ZenDesk would be beneficial, but not required
- Bachelor's degree or equivalent experience

Interested candidates should email our Director of Customer Success, Emily Ruth with a resume at emily@zenqms.com.