



## **Customer Success Specialist I**

### *Partner Programs and Services*

The Council for Entrepreneurial Development is seeking a Customer Success Specialist. Want to be a part of a dynamic and fast-paced work environment centered in the local entrepreneurial ecosystem where resources come together to assist the next successful start-up? Join our growing Customer Experience team where you are a trusted resource for partners and the go-to person for engagement opportunities. As a member of the Customer Experience team, you will be committed to welcoming, supporting, consulting, and retaining our partners as they join the CED Network.

#### **Responsibilities:**

- Communicate effectively, as a primary point of contact between our customers, sales team, and internal operations.
- Manage current customer relationships to deliver maximum value on partnership and increased engagement.
- Support engagement events and serve as primary resource for partners both pre and post-event.
- Design targeted communications for your portfolio of customers, in conjunction with the Director, Customer Experience and Marketing Manager.
- Become an ecosystem guru with a strong understanding of the resources available to entrepreneurial companies in the ecosystem
- Provide insights, suggestions, and feedback to the Director, Customer Experience and play an active role in improving how CED delivers value to its customers.

#### **Must haves:**

- 1-3 yr. experience in a customer service or account management role
- Highly organized and detail-oriented, with a proven ability to multi-task and self-motivate
- A passion for building relationships, talking to people and actively listening to better understand their needs
- BA/BS in Business Management, Marketing, Communications or equivalent
- Proficiency in GSuite, Microsoft Office, and other PM tools
- An ability to advocate cross-functionally on behalf of the customers
- A desire to grow professionally in a collaborative team setting

#### **Nice to have:**

- Experience in Adobe Creative Suite: InDesign
- Experience with Salesforce or comparable CRM systems
- Experience with managing corporate partnerships.



Some **personal qualities** we find attractive at CED are an adaptive nature, intrinsically motivated, warm, friendly, and highly collaborative. A sense of humor goes a long way with our group too!

It's **good to know** that CED is a nonprofit organization that offers competitive salaries, medical and dental benefits, a Simple IRA plan, and more. We are currently located in downtown Durham on the American Tobacco Campus. In late September, we will be relocating to the growing Frontier Campus in RTP to better serve our customers across the Triangle.

**How to apply** for this role: please draft a cover letter that explains your interest in CED, why you are pursuing a career in customer success, and why this particular role is an ideal fit for you. Bundle that with your resume and send to Kelly Rowell, Director of Customer Experience, at [krowell@cednc.org](mailto:krowell@cednc.org). And there is always extra credit for creativity.