



## **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 centrally located at The Frontier in RTP.

**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.