



## **Customer Success Specialist II**

*Entrepreneurs, 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 team where you are a trusted resource for entrepreneurs and the go-to person for engagement opportunities. As a member of the Program and Services team, you will be committed to welcoming, supporting, and assisting our entrepreneurs as they grow their company.

### **Responsibilities:**

- Work with our entrepreneurs to direct them to the programs and services needed to help grow their business
- Provide logistical and administrative support for entrepreneurial programs and services including the VMS mentoring service and conferences
- Work with and manage various volunteer committees
- Play an active role with the development of new programs and services to fit the needs of our entrepreneurs

### **Must have:**

- A passion for building relationships and providing support to customers
- Highly organized and detail-oriented, with a proven ability to multi-task and self-motivate
- Enjoys organizing, planning and executing events
- A desire to grow professionally in a collaborative team setting
- BA/BS in Business Management, Marketing, Communications, or related field
- Proficiency in GSuite and Microsoft Office

### **Nice to have:**

- Experience with Salesforce or comparable CRM systems
- Good knowledge of program management
- Knowledge of the entrepreneurial community

*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 and why this particular role is an ideal fit for you. Bundle that with your resume and send to Miriam Wilson, Vice President Operations, at [mwilson@cednc.org](mailto:mwilson@cednc.org).*

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