

Customer Success Specialist

Target start date: May 1, 2024

Overall: This position assists the Director of Technical Customer Support ensuring customers are satisfied with RF Venue, its team, and its products as well as improving the efficiency of the service, sales, and marketing processes.

Reporting to: Director of Technical Customer Support

Responsibilities include:

1. Provide superior customer support, as an integral part of the service and sales team:
 - a. Daily sales and web order entry and monitor customer orders
 - b. New customer entry from HubSpot application to Acumatica
 - c. RMA processing
 - d. Answer customer pricing requests, dealer requests, etc.
 - e. Provide assistance to the Director of Technical Customer Support in preparation for Customer Product Progress Reviews
 - f. Survey customers to ensure we continue to surpass customer expectations
 - g. Coordinate customer training sessions
2. Assist Marketing, as time is available:
 - a. Assist in conference coordination
 - b. Manage content calendar
 - c. Coordination customer merchandise incentives
3. Any other task as requested by the company

Key Experience, Skill Sets, Location:

1. Excellent customer service experience
2. Strong interpersonal and communication skills
3. Superb attention to detail and organizational skills
4. Comfort with Hubspot or other CRM programs
5. Familiarity with order entry programs
6. Will work out of Walpole, MA headquarters

Please send resumes to: resumes@rfvenue.com