



Job Description

Job Title: Customer Success Officer
Reports to: President
Direct Reports: 2
Location: Roswell, GA (N. Fulton County)

This position is responsible for providing a leadership role in Account Management and Customer Technical Support.

We are looking for a technically savvy Customer Success Officer who possess a strong drive for results. The Customer Success Officer will own all aspects of the customer engagement and have responsibility for a broad range of tasks such as maintaining ongoing customer relationships, implementing success training programs, onboarding and training clients. You should also be able to provide insights on client-to-business interactions, improve the customer experience through product training and adoption, and handling customer complaints and requests.

Customer Success Officer Responsibilities

- Application Education – Creating users- inclusive of maintenance of online education tools, periodic webinars, and business reviews with users for feedback
- Pilot execution- configuration, install coordination, system validation, weekly user interaction and validation of pilot goals
- Online performance- constant monitoring with program to increase system performance
- Field installation- set up and maintain 3rd party install network in N America. With online training videos.
- Device Provisioning- responsible for burn in and validation of all devices installed
- Warranty program- review program and institute system to insure dates on every device
- Handle and resolve customer requests

Customer Success Officer Requirements

- Highly organized and able to multi-task
- Self-driven and pro-active nature
- Excellent communication and interpersonal skills
- Demonstrate leadership qualities
- High computer literacy and ability to learn new software



- Knowledge of customer success processes
- Experience in document creation
- Patient and active listener
- PASSION for service

Required Travel:

- Estimated travel for the role is less than ~30% per year.

Position Type and Expected Hours of Work

- This is a full-time position, and hours of work can vary.