

Customer Experience Manager

nChannel is conducting a search for a technically savvy Customer Experience Manager. A recent winner of the Columbus Business First Fast 50 list, nChannel provides software as a service (SaaS) that helps to integrate information between business applications like eCommerce websites, ERPs, and POS systems.

This role supports company operations by developing customer relationships that promote retention and loyalty. This individual will work closely with our customers to ensure they are satisfied with the services they receive and to improve areas of dissatisfaction. This position reports to the COO and is a high-potential growth position that could offer an opportunity for a leadership role in the future.

KEY RESPONSIBILITIES

- Collaborate with executive stakeholders to establish and improve account management practices
- Manage and sustain relationships with customers by developing trusted advisor status with customer stakeholders and executive sponsors
- Sustain business growth and profitability by maximizing customer revenue
- Mediate between customers and the organization, acting as a liaison for the customer
- Minimize customer churn by positioning nChannel as a strategic partner
- Aid in product design and development by providing input on behalf of the customer
- Serve as an escalation point to handle and resolve customer requests and complaints
- Act as the customer's main non-technical point of contact through the onboarding process
- Proactively meet with customers to understand their business goals and position nChannel to assist them with meeting those goals.

KEY EXPERIENCE / SKILLS

Experience

- 3 or more years in an account management or customer success role for a software organization
- Experience working with CRM platforms
- Familiarity with retail or eCommerce industry technologies (CRM, POS, eCommerce platforms, ERP, etc.)
- Familiarity with retail, eCommerce, or distributor/wholesaler business operations
- High computer literacy with ability and desire to learn new software
- Experience and comfort working in a SaaS startup environment

Attributes and Interpersonal Skills

- Excellent communications and interpersonal skills
- Knowledge of customer success processes
- Patient and active listener
- Demonstrate leadership qualities
- Passionate about the role and desires to be part of the team long-term
- Successful at building strong relationships with customers and teammates at all levels of an organization
- Ability to exercise appropriate judgment and effectively organize / prioritize work and multitask

- Success being adaptable in a multi-faceted role in a fast-paced environment
- Experience solving complex problems independently
- Passion for customer service
- High emotional intelligence

Technical Skills

- Demonstrated extremely strong verbal and written communication capabilities with any and all stakeholders
- Proficient in CRM platforms
- Ability to quickly learn other systems or software as needed
- Being “tech-savvy” is necessary for success

Other Perks

- Opportunity to be part of a close-knit team with innovative products
- Laid-back office space with casual dress code
- **Competitive compensation and excellent benefits program**

Please submit resume to RLunka@nChannel.Com