

1. Name

We are looking for a dynamic individual who can act as the customer's trusted advisor for providing support, guidance, and knowledge resources. This position will be responsible for cultivating and maintaining strong relationships with all our customers along with monitoring their experience to ensure everybody is satisfied as best as possible. This role entails also that you have a very good understanding of the product, how it works and how it helps our customers. Learn more about us at www.meshworks.com.

2. Department

Reports to: VP Growth

3. Functions

- Build relationships with assigned customers, help them with issues, and continually delight them with a positive, customer-centric attitude.
- Work with customers to ensure they are leveraging the product effectively to its full capability and finding value in our services
- Become an expert on the product and continually educate all customers on the useful features and benefits of our products
- Work closely with product managers and sales account managers to ensure an exceptional customer experience and take care of any issues
- Assist in creating training courses and educational materials for customers
- Review customer complaints & concerns and then seek to solve the issue and improve the customer experience

4. Skills and Competencies

- BS/BA in Communications, Marketing, HR, and Business; some experience in the customer-facing role would be preferred
- Possesses strong phone, written, and verbal communication skills along with excellent presentation skills
- Confident, high-energy, self-motivated, and true team player
- Well organized, with high attention to detail & ability to prioritize
- Excellent multitasking and project management skills
- BS/ BA or advanced Degree in Communications and Marketing

5. Time Commitment approximately

- 50% time is spent working with customers onboarding/training/issues/etc.
- 30% time spent working with PMs & SAMs to ensure that the product is in alignment with customer concerns & needs
- 10% time is spent creating and working with the marketing team to create documentation/materials for all parts of the customer experience
- 10% time spent on improving overall company branding by working with HR, and Global team