

Job description

Content Enablers is seeking a customer-centric, energetic, and highly motivated individual to fill the role of a Customer Success Associate. The Customer Success Associate carries out a number of functions including engaging new clients, working with existing clients effectively and developing customer relationships that promote retention and loyalty. They work to configure customers' contracted services on all Content Enablers platforms and systems as well as customer specific Learning Management Systems. The Customer Success Associate also works with customers to address customized content requests, meet strict deadlines for contracted services, and provide continued support post-implementation.

Typical duties include:

1. Supporting the Content Enablers team located across the U.S. and Bangalore, India in customer discussions
2. Assisting customers in determining training needs
3. Familiarizing customers with Content Enablers' Platforms and assisting with configuring hosted services
4. Address all customer-specific support issues via telephone and email
5. Working with the CE India Implementation and Support Team to build and review customer-specific courses
6. Coordinating with the CE U.S. and India Production Teams to execute and monitor customized projects and elements per the scope of contracted services.
7. Thoroughly testing and reviewing training courses and SCORM packages using the testing platform, Moodle
8. Monitoring every step of the implementation process and project progress; anticipates potential issues and proactively manages details
9. Conducting kick-off meetings with new and current customers to review expectations and create a written project implementation plan with milestones and deliverables

Job Responsibilities:

- Work with customers to ensure they are leveraging CE's library and services effectively and finding value in their subscription and contracted services.
- Become an expert in CE content and platforms to help educate customers on the use and benefits of our products.
- Setup, configure, test and provide documentation for hosted services, as well as customer LMS services.
- Commit to providing superior customer service, making current and potential customers feel welcome, important and appreciated.
- Organize, prioritize, and work on a variety of tasks/projects for multiple customers.
- Work within strict time frames and resolute deadlines.
- Coordinate and communicate effectively with the CE India Implementation and Support Team on a daily basis.
- Respond to customer inquiries and resolve any unforeseen issues in a timely manner.



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- Document customer milestones and all support inquiries.
- Schedule and support the training rollout process for customers utilizing the Content Enablers Learning Management System.
- Assist and support the Sales, Marketing and other departments in handling customer requests and needs in a timely manner.
- Be a customer advocate while capturing customer feedback to share with the Management team to continue to improve the customer experience.
- Accomplish department and organization goals by accepting ownership for accomplishing new and different requests and exploring opportunities to add value to the Content Enablers Team.

Requirements:

- Possess strong phone, written and verbal communication skills
- Experience working with senior and executive level customer contacts
- Excellent multitasking and project management skills
- Well-organized with a high attention to detail and ability to prioritize
- Proficiency with MS Office

Interested applicants please send resume and cover letter to Kara Kupzyk
kara@contentenablers.com