

Sales Associate / Customer Success Specialist

Description

DrBalcony is a leading provider in the Inspection Industry. We pride ourselves on delivering top-notch products and services to our clients and maintaining strong, lasting relationships with them. We are looking for a dynamic and motivated Sales Associate / Customer Success Specialist to join our team.

Responsibilities

- Engage with customers to understand their needs and provide tailored solutions.
- Follow up with customers to ensure satisfaction and address any concerns.
- Manage customer accounts and maintain accurate records in Salesforce and other CRM systems.
- Assist customers with contract negotiations and renewals.
- Work closely with the sales and support teams to ensure a seamless customer experience.
- Provide product demonstrations and training to customers as needed.
- Identify opportunities for upselling and cross-selling to existing customers.
- Track and report on customer interactions and feedback to improve service delivery.

Experience

- Bachelor's degree in Business, Marketing, or a related field.
- Familiarity with contract negotiation and management.

Qualifications

- Proven experience in sales, customer service, or a related field.
- Proficiency in Salesforce and other CRM systems.
- Strong communication and interpersonal skills.
- Ability to understand customer needs and provide appropriate solutions.
- Detail-oriented with excellent organizational skills.
- Ability to work independently and as part of a team.
- Positive attitude and a strong work ethic.

Job Benefits

- Competitive salary and performance-based incentives.
- Comprehensive health, dental, and vision insurance.
- Paid time off and holidays.
- Opportunities for professional development and career growth.

Hiring organization

DrBalcony

Employment Type

Full-time

Job Location

Tustin, California, United States

Date posted

May 29, 2024