



WANT TO JOIN THE COOLEST ROBOTICS COMPANY? CUSTOMER SUCCESS MANAGER WANTED IN OMAHA, NE!



At Turf Tank, we want to upgrade our sales capacities to the needs of the 2020 market and complete our team with a Customer Success Manager that works closely with marketing, sales, support, and operations. You will be responsible for your accounts expansion in revenue, retention, along with other activities that are needed to cultivate those relationships. You will also work directly with our U.S. & Global Operations Teams to help coordinate, organize, and maintain logistical information. As a Customer Success Manager, you will proactively work to satisfy customer's needs and requests, respond to inquiries in a timely manner and aspire to deliver a positive customer experience.

The world's first autonomous line marking robot #coolestrobotever

Turf Tank is the company behind the world's first autonomous line marking robot for sports fields, the Turf Tank One. Over the past few years, we have seen strong growth across the globe. Our unique technology and high performing teams are the key to our current success and plan for future growth. At Turf Tank, you will get to play a central role in our global team of 30 people, while building an amazing career for yourself. Our corporate culture is very entrepreneurial and entertaining. We focus on implementing world class tools, systems and practices, in order to realize our growth ambition.

What we offer

We offer a challenging experience where you will manage your own projects and responsibilities from day one. We will work together to find the right mix of tasks to suit both your interests and passions, as well as the company's needs. You will get the opportunity to improve your skills and grow together with our team, while working with some of the most amazing sport facilities and clubs in the world.

Location: Omaha, NE Office
Compensation: Salary
Job Type: Full Time

Send application and resume with subject line of *Customer Success Manager* to:

Ryan Stubbe
VP of Sales & Marketing - North America
jobs@turf tank.com

Turf Tank is an Equal Opportunity Employer.

Responsibilities

- Build, implement and maintain a proactive outreach strategy for all new and existing customers
- Establish strong relationships with existing customer base to ensure a high retention and growth rate
- Serve as the trusted point of contact for the on-boarding of new customers to drive ROI as quickly as possible
- Handle non-support related customer needs along with inbound requests promptly and professionally to ensure a positive customer experience
- Represent the voice of the customer to provide feedback to all areas of the company most specifically product, marketing, & sales.
- Identify expansion opportunities with current customers through up-selling and cross-selling
- Assist operations in the coordination of customer installs
- Partner with a number of Field Sales Reps in managing CRM pipeline, activity data, quote building, and other sales-related tasks.
- Build long-term, trusted relationships with external Turf Tank Affiliates or Distributors
- Responsible for other administrative duties (such as billing) for sales on an as-needed basis, including necessary paperwork between new customer and Turf Tank
- Ensure customers are getting maximum value out of their investment with Turf Tank
- Encourage customer adoption through strategic outreach
- Responsible for managing retention, growth, and customer satisfaction

Candidate Profile

- Bachelor's Degree preferred, but not essential
- 1-3 years customer support, customer success, account management, or sales experience
- Experience working with, and managing relationships with stakeholders and customers
- Excellent communication and negotiation skills
- Prioritizing, time management and organizational skills
- Tech savvy, familiar with MS office and online communication tools (e.g: Zoom, Google Hangout)
- Familiar with CRM Systems, HubSpot preferably
- SaaS experience a plus
- Passion for the sports industry is a plus
- A real team player, with full dedication to build our fast-growing robotics company