Customer Success Specialist

KnowledgeVision, Lincoln MA

KnowledgeVision, a leading pioneer in online video and video-based presentations, is seeking a Customer Success Specialist to support all B2B customers. You'll be responsible for ensuring all our customers are wildly successful using all types of video. If you have a few years of experience in customer service (preferably in a B2B environment), are familiar with product training, and love to speak with customers we want to hear from you!

Responsibilities include, but are not limited to:

- Ensure and maintain favorable client service and support relationships with current customers of KnowledgeVision.
- Onboard new KnowledgeVision clients to get them effectively up-and-running and successfully trained in the use of the KV products within 30 days.
- Assist clients in customizing their presentation/video templates and applying best practices and techniques to meet/exceed their requirements.
- Understand client needs, identify root causes of problems, and develop and implement creative and pragmatic solutions.
- Explain product features and benefits in language the client can understand, through virtual instructor led training (VILT).
- Meet client renewal, satisfaction and retention goals.
- Maintain record of daily client communication interactions, problems and remedial actions taken (using our automated Client Support Center application & Salesforce.com).
- Confer with KnowledgeVision co-workers and management to highlight suggestions or requirements for new product features/functions or new service ideas to increase client satisfaction.
- Stay abreast of video and presentation industry trends and best practices and participate in industry related activities.
- Assist and perform other miscellaneous duties, special projects as assigned.

Position Requirements

- Must feel comfortable on the phone, calling customers daily to provide support in a variety of ways
- Strong relationship builder by connecting with clients on a regular basis to promote usage, renewals, and overall customer satisfaction
- A strong sense of curiosity to solicit customer experience, use cases, and discover opportunities for growth on every call
- Excellent communication skills, attention to detail, and follow up to meet and exceed client expectations, as well as the KV Team
- Skilled in Powerpoint, as well as sound presentation principles, to provide constructive feedback to customers and provide solutions through using our robust platform
- Fluency in Spanish and English would be extremely helpful.