

Summary

Job Title: Customer Success Specialist

Department: Customer Success & Marketing

Job Location: Cedar Falls, Iowa

Reports To: Customer Success and Marketing Manager

Classification: Full-time, Exempt (Salary)

Job Summary

The Customer Success Specialist is a position that will execute ongoing GiANT dealer customer relations (60%) and marketing/communication (40%) for dealer success initiatives. Tobroco Machinery, LLC is seeking a candidate with strong customer service skills and technical aptitude to support GiANT dealers in their business success through ongoing communications by phone call, text message, email, social media, and online platforms.

Essential Functions

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Dealer Customer Relations & Training (60%):

1. Relationship management of GiANT dealers – conducting proactive check-ins and answering ongoing questions related to GiANT sales programs and GiANT resources.
2. Sales, marketing, and product training in person, virtually, or by creating video recordings.
3. Support dealer and customer engagement at regional and national trades shows, representing GiANT Loaders and providing product and sales support.
4. Weekly reporting and notetaking regarding dealer communications

Digital Communication & Customer Success Tools (40%):

5. Proactively coordinates timelines, team input, and execution for assigned digital communication and customer success projects.
 - a. Creation of dealer-focused digital communications for email, social media, and websites, with content assistance from team.
 - b. Ongoing planning and communications to centralize and share product knowledge in digital environments.
 - c. Contributes to the development of business tools and systems to shift common customer questions to an online, simple to navigate format.

6. Performs other duties as assigned.

Job Requirements and Qualifications

Education and Experience

1. 3 years of experience in customer service or sales.
2. A valid Driver's License is required.
3. Associate or bachelor's degree in related field preferred.

Knowledge Requirements

- Excellent interpersonal and customer service skills, with the ability to simplify technical information and build strong relationships through electronic communication and phone/video calls.
- Strong written and verbal communication skills with the ability to develop clear, professional, customer-focused communication across digital platforms
- Working knowledge of digital communication and marketing practices, including social media, email communications, website content, and basic content creation.
- Excellent time management and organizational skills.
- Ability to consistently execute project plans and manage timelines.
- Strong ability to manage multiple priorities.
- Proficient with Microsoft Office Suite or related software.

Other Information

- **Supervisory Responsibilities:** The Customer Success Specialist has no supervisory responsibilities.
- **Work Environment:** This position operates in a professional office environment.
- **Physical Demands:** This position is largely a sedentary role; however, routine use of standard office equipment such as computers, phones, photocopiers, and filing cabinets is required. While performing the duties of this job, the employee is regularly required to talk and hear. The employee is routinely required to stand, sit, use hands to finger, handle or feel, reach with arms and hands, lift files, open filing cabinets and bend as necessary. Visual acuity is required to perform computer work, analyze reports, and operate a motor vehicle. This position requires the ability to occasionally lift office products and supplies, up to 20 pounds. The Customer Success Specialist may be subject to hazards, including moving mechanical parts, moving vehicles, and exposure to chemicals, while on the shop floor.
- **Position Type/Hours of Work:** This is a full-time position, and typical work hours and days are Monday through Friday, 8:00 a.m. to 5:00 p.m. Responsibilities occasionally may require irregular hours as deemed necessary. This may include an adjusted work schedule, long days, and early morning or late evening hours. Some flexibility in hours is allowed, but the employee must work a minimum of 40.0 hours each week to maintain full-time status. Work is in the office. Occasional work from home days may be possible after approval.
- **Travel:** 10-20% Travel
- **Other Duties:** The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and

skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements as individuals may perform other duties as assigned.

Signatures

This job description has been approved by all levels of Giant Management:

President: _____

Date: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Customer Success Specialist: _____

Date: _____