

Cultivate

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Full-Time, Local

Client Success Coordinator

Company Overview

In 2010, Cultivate introduced a better way to gift that companies and recipients could benefit from: invite people to select a gift of their choice. Since then, our team of Gifting Experts has evolved the industry and become a trusted partner for a growing portfolio of Fortune 1000 clients like IBM, Verizon, Boeing, and Charles Schwab.

After a decade of successful On-site Gifting, we launched an all-in-one Online Gifting Platform designed to help companies deliver appreciation to people's inboxes while leveraging data, tech, and savvy tools to track and measure their Return On Appreciation. Now, we have a unique opportunity to offer various gifting solutions to our existing clients, new markets, and the \$240B+ corporate gifting industry in the US.

As we head into our next decade of growth, Cultivate is recruiting across multiple teams and looking for innovative people to join our team and start-up environment that's backed by 12+ years of success. If you want to put your skills and talents to use, helping companies create meaningful connections through gifting and have the grit and determination to help further our company mission, we'd love to hear from you!

What We Need

Cultivate is currently recruiting a full-time Client Success Coordinator. Our mission is to help clients achieve lifelong success by delivering value and creating lasting relationships through online gifting. This role will report directly to the Client Success Manager and support the Client Success Team with the client onboarding process, provide technical assistance to clients and platform users, and work collaboratively across departments to ensure the success of all online gifting. The ideal candidate works well in a collaborative environment and has a client-centric mindset.

What You Will Do

- Assist Client Success Manager with onboarding clients onto our online platform
- Collect appropriate assets in order to build branded gifting websites that align with the client's vision
- Closely monitor the client's platforms, making sure the functionality is working properly
- Maintain internal demo platforms and websites for client training
- Assist in pulling various client and data reports
- Handle Zendesk tickets by providing necessary technical assistance to users on the platform
- Work with the team to identify and prioritize any client requests or feedback from Zendesk
- Work collaboratively across departments to ensure the success of our online platform
- Assist the Client Success Manager with various tasks and projects as requested

Must Haves

- 4-year college degree preferred
- Minimum of two years of customer-facing experience and working in a team environment
- Strong independent work ethic
- Basic knowledge of Excel, Powerpoint, and Google Suite
- Quick learner and unafraid to ask questions
- Client-centric driven attitude
- Ability to adapt to a rapidly evolving atmosphere
- Strong communication and problem-solving skills

Standout Skills

- Zendesk or similar customer service software experience
- Hubspot or similar CRM experience
- Knowledge of web-based technologies

Compensation and Benefits

- Annual salary of \$46k - \$49k, depending upon experience.
- Benefits include:
 - 401k Plan with a 4% employer match
 - Insurance plans (health, vision, and dental)
 - Employer contribution of \$250 to medical premium
 - Employee Assistance Program
 - Paid time off, including seasonal half-day Fridays
 - 9 paid holidays per year including a floating holiday
 - Employee recognition programs

- o Referral bonus opportunities