

Cultivate

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Full-Time, Remote

Client Success Specialist

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 a variety of 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, which is 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 Specialist. As the Client Success Specialist, you will act as the primary point of contact throughout the Online Gifting client lifecycle, oversee the entire client journey from onboarding through renewal, build strong client relationships by maintaining high levels of engagement and communication, and proactively work to deliver continuous value to clients. You will report directly to the Client Success Manager and work closely across departments to ensure the success of all Online Gifting clients. The ideal candidate is one who has experience with web-based technologies, is passionate about solving clients' needs, is effective at communicating via phone and email, and is able to set client expectations that help set the mood for client retention.

What You Will Do

- Own the overall client relationship from contract signature, which includes ensuring a smooth handoff, onboarding, and renewal process
- Deliver client kickoff calls and training sessions and provide guidance and knowledge resources
- Identify revenue opportunities within existing clients
- Develop and maintain a knowledge base of our online platform and back-end system
- Closely monitor the experience clients have with our platform in order to provide a unique perspective that informs the future development of Online Gifting
- Clearly translate technical requirements to non-technical clients to ensure clarity and confidence in decisions
- Capture client feedback for our Product Team to improve the user experience of our platform
- Deliver client gifting strategy reviews to showcase how the platform has met their needs, discuss any future goals or challenges, and strategize how to deliver more value.
- Build strong and effective cross-departmental relationships, fostering an environment for collaborative problem-solving, learning, and development
- Assist in creating and managing internal and external training materials
- Address and submit bugs and glitches through Asana, our project management tool
- Train in and learn Coordinator responsibilities to become cross-trained and assist with training future team members of the Client Success team
- Assist the Client Success Manager with various tasks and projects as requested

Must Haves

- 4-year college degree preferred
- A minimum of 4 years experience in a client-facing role such as customer service, sales, account management, or related field
- Hubspot or similar CRM experience
- Ability to build strong client relationships
- Knowledge of web-based technologies
- Must be a self-starter with good time management skills
- Quick learner and unafraid to ask questions
- Proficient in Microsoft Office Suite and Google Workspace
- Client-centric driven attitude
- Relentless commitment to continuous improvement
- Ability to adapt to a rapidly evolving atmosphere
- Strong communication
- Be detail-oriented and proactive
- Problem-solving skills

Standout Skills

- Experience in a client success role
- Experience collaborating with Sales and Product teams

- Experience with Vitally or similar client success tool
- Experience with Asana or similar project management software
- Experience in Figma, Miro, Productboard, or similar

Compensation and Benefits

- Annual salary of \$57k - \$70k, 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
 - Referral bonus opportunities