



Email: support@suntell.com
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Customer Account Relationship Representative

Department:

Account Relationship Representative

Reports To:

VP of Customer Success

Job Description	
Results:	Timeframe
<i>Responsibilities:</i> • Know the ins and outs of Suntell and our products, as well as the tools used internally to manage our customers. • Communicating product features, benefits, and value propositions to current clients. • Demonstrating features of products and services articulately and persuasively to current clients. • Understanding a customer's processes and procedures to be able to make recommendations for optimal usage of our software. • Use a customer-focused, needs-based review process to educate customers about our software solutions. • Answer customer support calls and emails. • Respond to billing questions, renewal reviews and other requests in a timely manner. • Troubleshoot issues in the Suntell software and request assistance from necessary department/person. • Making outbound status calls, to ensure customer satisfaction and retention. • Maintain client relationships, provides sales and administrative support to customers, and assist other team members as needed. • Perform inside sales demos, to help our clients take full advantage of the product suite. • Finding customers to serve as references for the Sales Department. • Treat our customers with sincerity, kindness, and respect. • Work with our experienced team in always finding new ways to delight our customers. • Find ways to assist others on our team, combining your strengths with theirs, to best support our customers.	Phone and email support: Occasionally Documentation of communication with customer: Directly after the call Manager Touch Base: Bi-weekly Outbound status calls: Daily
<i>Skills Required:</i> • Patient and enjoys solving tough problems. Able to help others understand problems and solutions. • Exceptional communicator, both written and verbal. • Great at relationship-building. • Hard worker with a history of getting things done carefully and efficiently. Thorough with details. • Ability to switch gears quickly and readjust your focus appropriately. • Self-motivated team player willing to jump in to help both customers and teammates.	