Position: **Customer Success Specialist**
Location: RF Venue HQ: 24 Walpole Park South, Unit 1. Walpole, MA
Department: Customer Experience Team within Company Growth Team

Position Summary
This position supports the Director of Technical Customer Support in ensuring customer satisfaction with RF Venue's products and services, while also helping improve the efficiency of our service, sales, and marketing processes.

Reporting to: Director of Technical Customer Support with day-to-day supervision from the Customer Success Leader

Responsibilities include: Provide superior customer support, as an integral part of of the service and sales team:

- Daily sales and web order entry and monitor customer orders
- Return Merchandise Authorization (RMA) processing, tracking, analysis, and follow-up
- Answer customer pricing requests, dealer requests, etc.
- Survey customers through weekly phone calls to ensure we continue to surpass customer expectations
- Drive Customer Success Initiatives: Identify opportunities to improve the customer experience, increase customer satisfaction, and strengthen customer retention. Recommend and implement improvements to customer communications, processes, and support resources.
- Own Customer Feedback and Insights: Collect and analyze customer feedback, identify recurring issues and emerging needs, and share insights with sales, marketing, and product teams to help improve products, services, and customer relationships.

Other responsibilities:

- Perform other related duties as assigned

Success Metrics

- Primary: On a daily basis, for all incoming customers orders, ensure they are entered, processed, prepared, and shipped (although this position will not be preparing and shipping the orders)
- Secondary: Sustain and improve the company's best-in-class 80+ Net Promoter Score (NPS) through proactive outbound customer calls and timely, high-quality responses to inbound inquiries

Key Experience & Skills

- Experience and interest in pro audio sales, service, or event support
- Proven experience in delivering excellent customer service
- Strong interpersonal and communication skills
- Exceptional attention to detail and organizational abilities

- Comfortable using HubSpot or other CRM platforms
- Familiarity with order entry systems

Location

- On-site, 5 days per week at Walpole, MA Headquarters

RF Venue's Customer Commitment: We are passionate about Our Customer Commitment and that you receive the following from our dealers, installers, and distributors:

1. Your wireless installations work right, the first time, in any wireless environment.
2. You are fully informed on our products and problems they solve. We provide continuously updated blogs, videos, and education from an experienced and competent service and applications engineering team.
3. You receive regular and continuous virtual, on-line, and, as needed, in-person training on the problems we solve, how we solve them, and with what products, tools, and solutions.
4. You receive timely, competent, and friendly service and support - including no-charge design assistance for your upcoming projects.
5. You receive same day availability of all RF Venue core products - and near-immediate availability of any other products - as we're always in stock.

Please send resumes to: resumes@rfvenue.com