



## CUSTOMER SUCCESS SPECIALIST (NY)

Third Summit was developed to serve creatives and clients in the media production industry, offering solutions for staffing, data management, orchestration and payment factoring. It's our vision to build a community of professionals across the digital media and advertising landscape, connecting talent in an unprecedented, future-looking way. Our growing ecosystem of products—including a freelance community for video professionals, cloud-storage platform and payment portal—eliminates many of the barriers to entry and pain points for freelancers, agencies, studios and brands.

This is an exciting ground-floor opportunity for a talented **Customer Success Specialist** to work directly alongside the founders of a well-funded, early-stage startup. Reporting directly to the COO, and based in our New York City office, the Customer Success Specialist will be fundamental to the launch of Third Summit products and our client experience.

In addition to a casual startup work environment, we offer health benefits, flexible time off and the opportunity to earn equity in the company.

### **Role Purposes**

- Interacting with Third Summit users, responding to product and service inquiries, and handling and resolving complaints.
- Onboarding and training client users on Third Summit solutions to ensure a positive experience and client retention.
- Documenting and providing useful user feedback to design and product teams in order to address complaints and improve the product.

### **Responsibilities**

- Confer with users by telephone, email, chat and occasionally in person to provide information about products or services, or obtain details of user experience issues or complaints
- Ensure appropriate changes were made to resolve customers' problems
- Keep records of customer interactions or transactions, recording details of inquiries, complaints or comments, as well as actions taken
- Refer unresolved customer grievances to designated departments for further investigation
- Interact with product design/engineering team to provide user feedback, and escalate user experience issues



### **Essential Skills & Experience**

- Previous experience in a client success role
- Bachelor's degree in business or a related field
- Good understanding of customer complaint psychology and how to anticipate and address client needs and potential issues
- Understanding of online platforms and SaaS solutions
- Methodical approach to documenting client interactions and ensuring follow-up from a user-escalation perspective and product feedback and design perspective
- Experience working with product and design teams to provide feedback

### **Preferred Competencies**

- Attention to detail: being careful about detail and thorough in completing work tasks
- Cooperation: being pleasant with others on the job and displaying a good-natured, cooperative attitude
- Integrity: being honest and ethical
- Dependability: being reliable and responsible while fulfilling obligations
- Concern for others: being sensitive to others' needs and feelings and being understanding and helpful on the job