



**Job Title:** Customer Engagement Specialist  
**Location:** Sarasota, FL  
**Supervisor:** Craig Campise, Chief Revenue Officer

**Position Type:** Full Time/Possible Part Time  
**Date Posted:** 4/28/2021

**Job Description:**

This position is designed for supporting and guiding new Textmaxx Pro clients that require onboarding support as they implement Textmaxx Pro solutions to align with their business goals. This position will also provide guidance to Textmaxx Pro clients respect to "Best Practices" for SMS/MMS usage. This position requires providing support for text messaging sales and marketing campaigns as well.

This role will lead, guide and be responsible for delivering our "*Managed Services*" program. This is designed for our Textmaxx Pro Customer Success Specialist to be the key point of contact with all clients accounts that have "*Managed Services*" as a component of their contract.

The role will require scheduling periodic "check-ins" with key top clients on usage, best practices and identify growth spending opportunities that will reduce overage costs, delivering superior customer support and guidance. This candidate will be exceptional at attention to detail and have good communication skills and will collaborate with peers.

**Responsibilities:**

- A. On-board training with new monthly recurring revenue clients.
- B. Determine proper onboarding structure customized for each client.
- C. Strong and effective communication with peer support team.
- D. Contribute feedback to refining and improving our support structure.
- E. Identify client growth spending opportunities that save clients money with overages or other solutions.
- F. Meet deadlines with client needs using superior organizational skills.
- G. Ability to work autonomously and prioritize duties.

**Requirements:**

- 1. Minimum of Three years prior experience working in SaaS (software as a solution) support role.
- 2. Experience with solving client needs working with client administrative and/or leadership team.
- 3. Track record of growth in responsibility with prior roles.
- 4. Experience in solving client questions and aiding in client retention.
- 5. Prior experience with digital marketing a plus.