



Job Description: USA

POSITION TITLE: Customer Support Representative

REPORTS TO: Customer Success Team Lead

DATE: October 5, 2017

SCOPE OF THE ROLE

The Customer Support Team Member will be a valued member of the growing US Customer Success Team and will utilize their strong customer service experience to assist in the daily support of EROAD customers, as well as aid in the development of customer centric processes and enablement tools. As a member of the CS Team the CSR must quickly become an expert on the EROAD product suite and application to the transportation industry.

The CSR's mission is to partner with customers to help them achieve their specific business objectives with the EROAD solution. This will include direct engagement with customers via inbound calls, chats and emails, and eventually regular touchpoints.

The CSR will play an integral part in driving adoption, and advocacy, during the Customer Lifecycle. The CSR will be an expert in all phases of the customer journey ensuring that critical milestones are met with a focus on relationship building.

As EROAD continues to grow in the US market the CSR will take part in building a Customer Success foundation that is both scalable and best in class. This includes assisting in the development of a Customer Success Playbook and in the development and maintenance of EROAD's Self-Service Support Tools. The CSR will always be looking for ways to enhance the customer experience and should not be afraid to try new things!

RESPONSIBILITIES

- Own overall relationship with assigned customers, which include: Increasing adoption, ensuring retention, and satisfaction.
- On-board new customers and provide initial and ongoing training to ensure their success through key milestones
- Work closely with the Implementation Team to align best practices and build a consistent and effective onboarding program utilizing Self-Service tools
- Program manage account escalations
- Advocate customer needs/issues cross-departmentally
- Assist in the establishment/maintenance of customer success best practices and tools including EROAD's Customer Success Playbook
- Create and follow customer support and success plans to ensure continued engagement throughout the customer life cycle



	<ul style="list-style-type: none">• Ensure accurate and up-to-date information on assigned Organization Records in Salesforce• Help identify additional opportunity in assigned accounts and work with Sales towards 100% fleet penetration• Actively look to gather referrals from EROAD advocates and identify potential reference accounts willing to engage with prospects and EROAD's marketing team• Ensure that all customer exchanges are carried out to completion and reported on in Salesforce• Help maintain an NPS of > 60 across entire customer base• Help take the Customer Success Team to the next level by thinking strategically about how to enhance the customer experience
COMPETENCIES	<ul style="list-style-type: none">• An excellent reputation as a reliable and customer focused professional• Technical understanding of transport industry products.• Able to communicate and work effectively within EROAD team.• Proven ability to meet team and personal performance targets.• Strong drive for customer success. Knowledge of customer success and service best practices• Be a Customer Advocate!
PERSONAL ATTRIBUTES	<ul style="list-style-type: none">• Positive attitude and aptitude for personal and business success• Strong Experience Customer Success and Customer Service positions• Strong relationship-building skills• Possess a level of maturity and presence• Ability to collaborate with the team as well as work independently• Excellent communication skills, both verbal and written• Excellent organizational & time management skills• Willing and able to learn under pressure
REQUIRED EXPERIENCE	<p>Successful applicants must be able to show that they possess the skills and ability to successfully carry out the responsibilities of the position. The following examples are illustrative of the level of education; experience and training that could be expected to produce these skills. Applicants may demonstrate possession of the necessary abilities in other ways, and therefore these examples are not absolute criteria.</p> <ul style="list-style-type: none">• Bachelor's Degree Preferred (or equivalent work experience will be considered)• Overall 5+ years of related industry experience (SaaS, transportation industry, telematics)• Leadership, consensus-building abilities with a proven track record of coordinating and mobilizing resources productively.• Must be experienced in basic personal computer operation and capable of effectively using current Microsoft Windows applications (Excel & Word) and custom EROAD software.• CRM system knowledge (Salesforce.com or equivalent)• Proven background or aptitude for customer success and service• Must clear a full background check



This Job Description is not intended to be complete or limiting – the role will require a proactive and flexible approach to manage tasks that support a rapid and innovative product development environment.

EROAD is in a “high growth” mode. There will be times when the role will be required to complete tasks outside those mentioned above.