



Customer Success Manager

DIS, part of Constellation Dealership Group

Location: Bellingham, WA, hybrid or Remote

Position Type: Fulltime/Permanent

Travel: ~15%

Our Company:

Dealer Information Systems Corporation (DIS) is a leading business management software provider to agricultural, construction, truck refrigeration, and lift truck dealers in North America. Founded in 1980, based out of Bellingham WA (USA); we are a team of 150+ professionals providing Software, Hardware, and Network Management solutions for our North American customers.

Company Profile: <https://www.discorp.com/>

About the Role

At DIS, we envision the Customer Success Team playing a key role in building and fostering relationships with our largest customers. You and your team will be at the epicenter of delivering and ensuring the utilization of our value-based solutions. You are responsible for the engagement, retention, and increased usage for our most strategic accounts. You will interact and build relationships with our customers to ensure they are fully utilizing and realizing value from their DIS solutions and receive timely answers on their contacts. Your goals will include Customer Net Promoter & Satisfaction scores, annual renewals, incremental expansion, upsell of products, as well as improved utilization and understanding of our products. You are here to ensure customer success by being dedicated to making our customers successful in their daily operations, deployment, adoption, and usage of DIS. The customer satisfaction you foster will help us retain and expand our customer base. This role reports to the Director of Customer Services.

What You'll Do

- **Customer Retention:** You will have targets and goals that ensure our customers stay customers for the long haul.
- **Product Training and Assistance:** You will understand how to position and ensure customers use our products to the fullest. You are able to help with training, deployment, and feature/function adoption. This knowledge will help us drive retention and upsell.
- **High Volume Activities:** You will have the opportunity to work with our customers to recommend and implement process improvement standards and strategies to ensure best in class value from our solutions. You will also spearhead timely resolution of customer contacts, issues, and feature gaps.
- **Adoption Target:** We are here to help our customers use DIS, but the work doesn't stop there. We help them engage with their customers and drive adoption beyond the organization.
- **Upsell:** You will ensure that customers are engaged and successful with our platform to help facilitate the upselling of the platform during the renewal process.
- Other related duties as assigned.

Education and Experience

- Minimum 10 years of customer support/care, inside sales, account management or renewal team management experience. You've used and have working knowledge of Salesforce.com or a similar CRM system.



- Experience supporting equipment/machine dealerships.
- Bachelor's Degree or 5+ years of experience
- Proven track record with target attainment
- Ability to build relationships with large accounts.
- Prior experience supporting numerous accounts simultaneously.
- Experience with process improvement initiatives

What You'll Bring

- Experience with maintenance renewal process, dealership knowledge, and/or background in software preferred.
- Excellent Communicator. Strong written and verbal communication skills. You can communicate complex technology and problems, in a simple way. You are comfortable speaking in small groups, or leading presentations in front of large groups.
- Problem Solver. You love identifying and tackling the most difficult of challenges and know how to work with a team to get to the best solution. You go the extra mile with a strong work ethic; self-directed and resourceful. Many would describe you as a “self- starter” or “driven”.
- Multi-Tasking. The ability to deal with a transactional work environment. You will have to be able to excel at time management and prioritization among many demands. You thrive when you are busy with lots of things to accomplish during the day. You feel a sense of satisfaction when you can accomplish a full day of work.
- Business Minded. You love learning technology and have impeccable business acumen.
- Detail Oriented. You handle details accurately and in a timely manner. You can effectively manage opportunities, customer interactions, and key projects checkpoints with attention to accuracy and detail.
- People Person. You have strong interpersonal skills and strive to maintain strong relationships with your customers and your colleagues. Your customer service and communication skills are top-notch, both over the phone and in email. You see no problem with building relationships with all types of people at all levels within an organization.
- Performer. You love to set goals and see those goals through to success. You want to achieve your metrics monthly, quarterly, and annually. You don't settle for the status quo. You love to “over” perform and can show your successes.
- Naturally Curious. You love to learn about why and how things work. Your favorite question as a child was “Why?”. You like to spend time understanding your customer's needs in detail, and how you can help. You look for ways to be better every day.
- Fun and Fast Paced - You enjoy fast-paced roles, with lots to do. You are ok with change and ambiguity as we grow. You want to work with other fun people, who enjoy learning and helping each other. You know that great teams are made of great people.

If you are interested in this opportunity, please [click here](#) to send a resume to our HR team.