



Customer Success Associate

Company Overview

Innately is a fast growing software company with a focus on building cutting-edge solutions to empower businesses worldwide. Our team of professionals builds solutions that support smoother, more efficient workflow processes which enable our clients to save both time and money to better serve their customers. We specialize in providing high-end enterprise registry and performance tracking applications for world-class clients in the equine industry and delivering solutions that streamline and transform the horse show and racing industries. We are committed to delivering exceptional customer service and support and are bringing on enthusiastic individuals with a strong work ethic who want to be a part of scaling a tech company. If you're looking to work closely with a team that is dynamic and results-driven, then keep reading about how you can be a part of our Customer Success team.

About the Position

We're seeking a detail-oriented, customer-centric people-person to join our Customer Success Team. As a Customer Success Associate, you will be the primary point of contact for our clients, ensuring their success and satisfaction with our software. You will collaborate closely with our sales, product, and support teams to deliver a seamless customer experience.

- Serve as the main point of contact for our customers, addressing inquiries, issues, and requests promptly and effectively with a positive and professional attitude.
- Build and maintain strong relationships with clients, understanding their unique needs, challenges, and goals.
- Provide proactive guidance and support to customers, ensuring they achieve their desired outcomes.
- Collaborate with Innately's sales team to identify opportunities for upselling and cross-selling additional products or services.
- Interface with client stakeholder teams to advocate for customer needs, provide feedback for product enhancements and improvements, and foster positive customer relationships.
- Conduct regular check-ins and reviews with clients to assess their satisfaction, gather feedback, and identify areas for improvement.
- Develop and maintain a deep understanding of Jira Software features, capabilities, and best practices.
- Track metrics and analyze customer usage data to identify trends, patterns, and opportunities for optimization.
- Create and deliver engaging training sessions, webinars, and resources to educate customers on our platform functionality and best practices.
- Stay up-to-date on industry trends, market developments, and competitor offerings to ensure our customers remain competitive and satisfied.
- Share knowledge across the team by promoting best practices & communicating learnings
- Engage in continuous learning to improve skills & company processes

Qualifications

- Team player with a positive attitude and a passion for delivering outstanding customer service with proven experience in a customer-facing role, or similar position.
- Strong communication, interpersonal, and presentation skills with an ability to interface both internally and externally with executive level clients
- Detail oriented documentation skills to effectively communicate, delegate, and manage project requirements & stakeholder relationships
- Excellent time management & organizational skills with an ability to multitask and desire to work in a fast-paced environment
- Ability to navigate both internal and external relationships, de-escalate situations in a professional manner, and ability to motivate & inspire co-workers
- Leader with creative problem solving skills who is able to research & implement new solutions coupled with a determination & patience to see projects through successful project completion
- Operate with a sense of urgency and strong attention to detail

Preferred Education & Experience

- Bachelor's Degree in Business, Marketing, Computer Science, or related field (not required)
- Proficiency in Microsoft Office, G-Suite, JIRA, Trello & Zoom
- Strong understanding of Agile methodologies and experience with Jira Software or other project management tools
- 2+ years Project Management experience
- Experience with or passion for the equine industry a plus, but not required

Salary and Benefits

At Innately we have a great work environment that supports all members of our team. We offer competitive pay and benefits like health insurance, IRA matching and stock options as well as flexible work schedules. Our office is located in Colorado Springs, CO and while we provide remote working options, we are looking to hire a candidate local to Colorado Springs or rural Southeastern Colorado.

About Innate.ly

Innate.ly provides high-end enterprise registry and performance tracking applications for world-class clients in the equine space, delivering solutions that streamline and revolutionize the horse show and racing industries. Founded in 2014, Innate.ly specializes in delivering client-focused solutions coupled with white-glove support. Learn more about us at <https://innate.ly>.