Customer Success Coordinator

The Customer Success Coordinator (CSC) is a customer- and partner-facing role focused on the overall onboarding experience of the Scale Computing Platform system, which supports our customers' needs. The CSC is a cross-functional position within the Support and Services team, collaborating with numerous internal departments, including Operations, Sales, Business Systems, and Quality Engineering, to deliver a high-level implementation experience with our customers and partners.

We believe in best-ever experiences from the inside out - so this means we're looking for an approachable, friendly candidate who will love their co-workers as much as we love them.

Great candidates will look like this:

- Enjoy troubleshooting and problem-solving analytically

- A team player who can work well within the team and collaborate cross-functionally, especially in a remote environment

- An excellent communicator who is efficient and effective with customers and colleagues via web conferences, email, and in-person

- Understands the use of a CRM for business processes

- A motivated self-starter who thrives on prioritization and follow-through

- Passionately creative in mindset and has the ability to adapt quickly to evolving business needs

Responsibilities

- Organize and maintain the Services Queue on a daily, weekly, monthly, and quarterly outlined schedule.

- Responsible for maintaining and facilitating customer-facing communication regarding new system implementation, customer feedback reporting, and customer onboarding experience development.

- Communicate all service customer escalations to applicable internal team members in order to resolve issues.

- Helps coordinate and organize workflow for the team in regard to Services, communicating any updates to the daily process performed by the Technical Engineers.

- Partners with the Operations team regularly to ensure all onboarding experiences are clearly communicated between the departments, potential issues are communicated, and the Services Queue is up-to-date with Opportunity and Fulfillment information.

- Participates, tracks, and executes Service and Support Projects as needed.

- Work with internal groups (Support and Services, Operations, Sales, Business Systems, Quality Engineering, and others) to communicate all Service escalations to applicable internal teams in order to resolve issues and escalations.

- Coordinates with customers to schedule Services, communicate all onboarding expectations, and update current portal information as needed.

- Conduct periodic project calls to run through basic onboarding expectations, shipment communication, Service flow, scheduling, and any other knowledge transfer of the implementation process.

- Follow up with technical engineers consistently regarding cases and assist in balancing the services' caseload.

Requirements

- 3-5 years of Customer Service experience, Bachelor's degree or equivalent work experience

- Strong Microsoft Office skills

- Positive attitude and growth mindset

- Takes initiative and delivers results with minimal supervision

- Strong analytical skills & attention to detail

- Ability to manage and prioritize projects and ticketing systems with a Team and external Customers

- Ability to clearly & concisely communicate in the English language, written and verbal, with excellent grammar and with users in different roles and with varying skill sets

Other useful skills/experience

- Experience with a CRM
- Experience with Salesforce

Compensation

- Competitive, based on experience
- Health Insurance: Vision, Dental and Medical (HDHP & PPO options)
- PTO & paid Company holidays

This is a full-time, permanent position and may be remote or based out of our downtown Indianapolis HQ.

If you've reached this point in the job description and feel you're still not sure if you should apply…Just do it! We know there are no perfect applicants. You may not have 100% of all those

bullets listed above - and that's okay. If you're feeling like you're not going to fit in with our teams - you'll be surprised. We're one Scale Computing which means however you identify and whatever background you bring with you, we encourage you to submit an application if it's a role you can be passionate about doing every day. Please send your resume, with the job title in the subject line, to careers@scalecomputing.com.

Scale Computing, Inc. is an Equal Opportunity Employer. Individuals seeking employment at Scale Computing, Inc. are considered without regard to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, gender identity, or sexual orientation.

About Scale Computing

Scale Computing is a global business with offices around the world, thousands of customers, and countless applications running on our industry-leading Scale Computing Platform. We enjoy this success because we have made a conscious effort to build this company amazing person by amazing person – could you be the next to join us as the newest Scaler?

Scale was founded on the belief that transparency and collaboration create a culture of ownership, success, and empowerment; more empowered employees are more productive employees. At Scale, we build empowerment through diversity and our core values of: Integrity, Innovation, Collaboration, Success, and Fun.

We are an "all killer, no filler" organization and believe everyone has an important role. We look for highly motivated, smart, fun people to fill those roles. If working with other amazing people, to help us build a wildly successful company sounds like fun to you, we'd love to hear from you.