



Role Posting
Customer Success Team
All Positions

Redemption Plus is a one-of-a-kind organization where enthusiastic, caring people can lead full lives by bridging their professional and personal worlds. We don't have jobs and just show up for work each day. Rather, we invest our time in developing ourselves and building our company – helping each become the best they can be. After all, everyone here is trading each day of their life to live it with us. We embrace innovation, hard work and high performance, positive attitudes, open and honest conversations, and of course, playfulness!

It is our mission to help customers win by relentlessly driving out costly waste and rework, while simultaneously discovering impactful insights. Every action, every decision, every word we speak should fulfill our purpose: "Enriching lives through insights that empower."

Additionally, we live and breathe our three core behaviors: Customer-centric; Agents of Change; and Playfulness.

We hire with our "permission to play" behaviors in mind: Integrity; Teamwork; Innovative; Adaptable; and Personal Growth.

We are looking for multiple roles on our Customer Success (profitable revenue growth - PRG) team.

Our *Customer Success* team members have a wide range of responsibilities based on the specific role. Candidates must possess or be willing to learn and execute a "Demand Creation" - type attraction model via the company's proven methodology, which includes designing unprecedented value from seeing what others miss, i.e. the "unspoken needs" of the customer and industry.

All positions call for flexibility, impeccable written and verbal communication skills, the ability to work well with all levels of internal/external management and staff, and excellent interpersonal skills in the areas of creative problem-solving and decision-making processes. Attention to detail, a strong work ethic, desire for high performance results, strong ability to multi-task and self-motivate projects to a timely completion and good stewardship of company funds are critically important.

Knowledgeable in Microsoft Office (Google Docs a plus) as well as familiar with CRM systems and practices (experience in Salesforce.com is a plus); and have proficient computer skills, display adaptability in learning the use of company specific software/applications and display comprehension of fundamental computer practices and database management.

Value Architect aka Account Executive:

Value Architect Overview: Our Value Architects are primarily responsible for assigned, account-specific PRG by creating value for key customers and acquiring new customers through building long-term, sustainable relationships; active listening; understanding customers unspoken needs; and looking for opportunities in existing relationships to expand depth of services used and consultative services, resulting in PRG. Provides direct contact with key customers through site visits, industry events and trade-PRGshows. Also, responsible for forecasting, data quality, attrition management and strategic partnerships.



Value Architect Placement Criteria:

- Minimum of a Bachelor's degree, plus 5 - 10+ years in the field or in a related area, or suitable combination of education and relevant experience; proven history of PRG with existing and new business.
- Demonstrated consultative, value-selling and presentation skills with strong PRG orientation; ability to make deep connections over the phone and in-person; negotiation skills and active listening; and proven experience managing strategic account plans that drive retention, penetration, profitability, and growth of existing and new accounts.

Experience Crusader aka Account Manager:

Experience Crusader Overview: Our Experience Crusaders work closely with their assigned Value Architect and book of business, are responsible for company growth by creating value for customers, building long-term, sustainable relationships; active listening; understanding customers unspoken needs; and most importantly day-to-day relationship management. Provides direct contact mainly with customers through phone and online meetings, with some site visits; industry events; and trade-shows. Coordinates assigned account sales to ensure strategic PRG with new and existing customers through administrative and tactical account functions, data quality and attrition management, and assists with forecasting.

Experience Crusader Placement Criteria:

- Minimum of a Bachelor's degree in a related discipline or 3 - 5 years in the field or in a related area, or suitable combination of education and relevant experience; basic project management experience preferred.
- Demonstrated communication skills with strong PRG orientation; strong phone and in-person contact handling skills; negotiation skills and active listening; confidence in products and advocate skills; tolerance for some repetitive work in a fast-paced environment.

Smile Ninja aka Customer Service Representative:

Smile Ninja Overview: Our Smile Ninjas make memorable customer experiences by using, in-depth knowledge of company products and services to interface with customers via inbound calls, with responsibilities of promoting our products and services, and resolving customer needs too.

Smile Ninja Placement Criteria:

- Minimum of associate's degree in a related discipline or 2 years in the field or in a related area, or suitable combination of education and relevant experience.
- Demonstrated communication skills with strong customer service orientation; strong phone contact handling skills; negotiation skills and active listening; basic sales closure techniques, confidence in products and advocate skills; tolerance for repetitive work in a fast-paced environment.



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Compensation & Care Package

Full-time positions with competitive compensation is based on the role and dependent on experience, plus bonus and a comprehensive benefit package.

In addition to Health, Dental, Vision, Short/Long Term Disability and Life Insurance, we also offer a medical benefits concierge service, an array of healthy lifestyle programs on-site (incredible lunches, workout facility, workout classes, meditation classes, chair massages, ph mineral enhanced water and so much more!), fully stocked beer fridge, company fun events, shipping discounts/credit, dry cleaning and Uber safe-rides. We could go on and on, but no one likes a bragger.