



## **CUSTOMER SUCCESS PROFESSIONAL**

Interplay Learning provides a unique opportunity to work at the intersection of education technology, Virtual Reality, and enterprise software-- three dynamic sectors in technology. We are driven to use our leading Virtual Reality training technology to help the next generation of professionals and students build real skills for real jobs. We sell a cutting-edge product into "old-school" markets like HVAC, electrical, manufacturing, engine repair and the facility maintenance industry. High tech meets blue collar.

Interplay Learning is an 8-year-old software company with a fun culture and committed team. In March, we closed a Series A funding from top tier venture firms. This means we can present a rare combo: the stability of an 8-year-old company with the upside and excitement of a start-up. We seek a professional in the Austin, TX area for this hire. If you are interested in pursuing this opportunity, please apply by sending your resume to [careers@interplaylearning.com](mailto:careers@interplaylearning.com).

## **JOB DESCRIPTION**

This individual will be responsible for on-boarding & maintaining a growing a customer base using our online and virtual reality training product. We are seeking a candidate who builds strong relationships with customers and has a commitment to helping make them successful. This role will support sales into both small and medium size businesses, as well as large enterprise accounts. Beyond on-boarding, this individual will be responsible customer issue resolution and on-going relationship management. This role will work directly with Sales, Technical Support, Operations, and Finance. This position is designed for a Customer Success Professional who has a high attention to detail, is articulate and credible, and metrics driven.

## **JOB DUTIES:**

- Develop mastery of our product to be able to clearly communicate functionality and effective customer use in a concise and effective manner
- On-board new customers using online demos, technical walk-throughs and occasional site visits
- Work with sales team to support the sales process and smooth transition to product delivery.
- Help develop a metrics driven measurement through renewal rates, NPS and other means
- Proactively identify account risks and drive mitigation strategy
- Help drive customer strategy and maintain account direction
- Occasional travel to meet with customers in person
- Update and maintain Sales database with the most relevant account details



**PREFERRED TRAITS & SKILL SETS:**

- Derides energy from making a customer excited and happy
- Brings energy to the office and enjoys life
- 2+ years working in an account management, customer success management or equivalent role for a technology company.
- Proven proficiency in customer retention, presentation skills, and ability to work independently
- Ability to align internal resources to meet customer requirements and deadlines
- Strong leadership, teamwork, & cross-group collaboration skills
- Ability to effectively communicate through all mediums (verbal, listening, written)
- Extremely organized, with effective time management skills
- Ability to perform and deliver in a fast paced environment
- Experience with Hubspot, Salesforce or other CRM tools

**TO APPLY:**

- Submit resume detailing your experience
- Submit a cover letter explaining why you would be a great fit
- Send to: [careers@interplaylearning.com](mailto:careers@interplaylearning.com)