

Stik – Detroit Start-Up Seeks Client Success Representative

Job Description

The Client Success Representative helps Stik's valued clients grow their business and reach their goals with Stik. The Client Service Representative delivers the service component of Stik's reviews-based marketing solution, helping clients collect, syndicate, manage, and promote online reviews from their happiest customers. You'll be part of a team of highly dedicated client advocates who are obsessed with providing amazing service to our clients.

Responsibilities

- Apply your knowledge of exceptional client service, motivation, and team leadership to deliver a world class product to our clients
- Communicate clearly, effectively, and persuasively with clients
- Create, modify, manage, and execute spreadsheets of client data
- Design leading-edge processes that'll ensure high levels of client satisfaction
- Respond to heavy volume of inbound and outbound calls
- Participate in the sales and onboarding process
- Assist clients with any issues that may arise
- Learn and use Stik's proprietary software
- Participate in regular training on the products, services, and clients of Stik
- Be proactive and hyper-aware of client challenges as they develop and lead resolution and client service satisfaction
- Meet with senior leadership to pinpoint areas of client concern

Requirements

- Education: Bachelor's Degree or equivalent
- 3 – 5 years experience in customer service, sales, project management, or related areas
- Passion for helping local businesses grow
- Creativity and flexible thinking about product, service, and delivery
- A sense of urgency to solve any issues that may arise
- Demonstrated history of achievement and self-motivation
- Strong communication skills and ability to relate to clients
- Willingness to learn new systems, methods, and techniques
- Ability to work in a fast-paced environment, manage multiple tasks, and meet deadlines
- Ability to interact effectively with individuals at all levels of the organization

About Stik

Relationships Drive Business

Stik is a comprehensive reviews-based marketing company that helps businesses grow.

Our unique marketing technology combines the words of happy past clients with intelligent social targeting to put the right message about your business in front of the right people at the right time.

Our patent pending reviews-as-advertising solution is the most exciting innovation in online advertising since retargeting.

The company was co-founded by Jay Gierak and Nathan Labenz in 2010, and is located in downtown Detroit. Stik is backed by Detroit Venture Partners (Dan Gilbert), North Coast Technology Ventures, Draper Associates, First Step Fund and others.

For more information, please visit www.stik.com.

Stik is an equal opportunity employer, committed to attracting and retaining a talented and diverse workforce. All qualified applicants receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status.