



2828 SW Corbett Ave. #204
Portland, Oregon 97201

Open Position

Posted 2-23-16

Full Time Position

Account/Customer Success Manager:

Scratch-it is seeking a full time Account/Customer Success Manager to assist in the creation and implementation of our customer success team. Become our customer's trusted advisor and advocate, drive our customer's success and lead initiatives to create loyal relationships between our clients and our platform.

This role is focused on driving customer engagement and adoption, **not** the day to day customer support.

Your Role:

- **Digital Marketing.** You geek out on digital marketing best practices, staying current on latest trends, and love to dig into campaign development.
- **Strategic thinking** - Can translate customer business goals and requirements into fully-executed product and service solutions.
- **Sales** . Identifying opportunities and selling business value to executives and decision makers within existing accounts.
- **Account management** , customer success or inside sales. 1+ years experience with preferable experience in enterprise/SAAS product or service organizations.
- **Learning** . Quickly grasping and explaining technological and business concepts.
- **Relationships** . Building and growing customer relationships.

You're Good At:

- Strategic thinking - Can translate customer business goals and requirements into fully-executed product and service solutions.
- Identifying opportunities and selling business value to executives and decision makers within existing accounts.
- Account management, customer success or inside sales. 1+ years experience with preferable experience in enterprise/SAAS product or service organizations.
- Quickly grasping and explaining technological and business concepts.
- Building and growing customer relationships.

You're:

- A Communicator: You possess strong communication skills and enjoy working with customers.
- Team-Oriented: You're capable of embracing the ideas of others (even if they conflict with your own) for the sake of the company and our clients.
- Driven: You are a driven team player, collaborator, and relationship builder whose infectious can-do attitude inspires others and encourages great performance.
- Entrepreneurial: You thrive in a fast-paced, changing environment and you're excited by the chance to play a large role.
- Empathetic: Understand client situations and eager to support and solve their problems.
- Passionate: You must be passionate about online collaboration and ensuring our clients are successful; we love seeing hunger and ambition.
- Self-motivated: You can work with minimal supervision and are capable of strategically prioritizing multiple tasks in a proactive manner.

Us:

Scratch-it is a platform to design, distribute and manage interactive Reveal Marketing messages. With the power of data we empower our clients, giving them the ability to engage more people and make stronger impressions on their audience. Our team is made up of unique and talented individuals that have a passion for innovation. We are constantly sharing knowledge, learning from those around us, growing, and having fun.

Application Process

- Send your resume and cover letter to careers@scratch-it.com
- Please do not call to request status update of the positions, we will contact you with further details.

Find us on the web: www.scratch-it.com

Find other positions we are hiring for: <http://blog.scratch-it.com/careers/>