

About RightNow Media

RightNow Media serves 18,000 churches and businesses every day in 25 countries. Similar to Netflix, our streaming media service allows Christians to access over 20,000 biblical videos from 250 of the top Christian publishers, ministries, and communicators in the country. In addition to distributing video content from other producers, our team has produced many RightNow Media Originals featuring well-known pastors and leaders including Matt Chandler, Jennie Allen, Max Lucado, Francis Chan, David Platt, Eric Mason, Chip Ingram, Louie Giglio, Gary Thomas, Lisa Harper, and others. RightNow Media has videos for small groups, families, students, leadership development, and much more.

As a non-profit organization, we firmly believe the mission of the Church matters. Everything we do is rooted in the belief that the Church—God’s people—can have a powerful impact on this world through the power of the gospel. Our team loves the Church.

We value family. We value hard work. We value teams. We value the power of stories.

Job Description: Customer Success Specialist

The purpose of the Customer Success Specialist is to proactively engage with RightNow Media customers, provide initial guidance on how they can get value from their subscription to RightNowMedia, and coordinate the scheduling of Workshops with our customers.

Essential Functions & Responsibilities:**A. Engage with Customers**

Our intent is to engage with each of our existing customers via phone approximately every six months. The Specialist will utilize a Playbook and Best Practices among other things as tools to assist with the customer engagement. Specialists will work with both RightNow Media and RightNow Media @Work customers.

B. Assess Customer’s Current State

The Specialist will work to understand the key value drivers for the customer in terms of the benefit they expect to gain from their subscription to RightNow Media. An assessment will then be done to determine the current state of where the customer is at in terms of value and utilization.

C. Schedule Workshops

The Specialist will make a determination if a follow-up workshop should be scheduled with the customer. The Specialist will coordinate the scheduling of this workshop with the customer and the Account Consultant. The Specialist in some cases may also lead workshop depending on what specifically is required from the workshop by the customer.

Skills and Educational Requirements:

1. Must be both self-motivated and a strong team player with excellent multi-tasking skills.
2. Strong knowledge of the features of RightNow Media.
3. Prior experience and skills in a customer facing role.
4. Strong verbal and written communication skills.
5. Strong presentation skills; both presenting and responding to questions quickly.
6. Ability to effectively communicate between all teams at RightNow Media.
7. Strong computer skills (Word, Excel, CRM applications, etc.)
8. Prior experience working in Churches or with Christian Ministries is not required but would be a positive differentiator.
9. Bachelor's degree required or equivalent work experience.

Organizational Relationship:

The Specialist reports to the Director of the Customer Success Specialist team. The Specialist will interact extensively with employees within Customer Success and other functional areas across RightNow Media.

Working Conditions:

This position requires 40 hours a week. Office hours will be set during the most effective callable hours of the day. Extensive time on the telephone and heavy email usage is required.

If Interested:

Please read through the job description and requirements. Only qualified applicants will be considered. Be sure to visit rightnowmedia.org and rightnow.org for a better understanding of our ministry. Please fill out an online application where you can submit a cover letter and resume at rightnowmedia.org/careers. In your cover letter, please include information about your life and salary requirements.