

## About RightNow Media @ Work

RightNow Media @ Work is a voluntary, faith-based video library designed with employees in mind. From topics like leadership, parenting, and finances, RightNow Media @ Work is relevant to everyone who works in an office. As a non-profit organization, we believe the mission of the Church matters. Our goal is to encourage Christians to be on mission wherever God has them. We want to unleash millions of Christians to live like Jesus in their homes, neighborhoods, at work and around the world. We serve over 18,000 churches, schools, and businesses with an extensive library of video resources that people can stream anytime, anywhere. We also distribute video resources produced by over 300 other major Christian publishers and ministries.

We value family. We value hard work. 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 @ Work customers, provide initial guidance on how they can get value from their subscription to RightNow Media @Work, and coordinate the scheduling of Workshops with our customers.

### Essential Functions & Responsibilities:

#### Engage with Customers

- Our intent is to engage with each of our existing customers via phone on a frequent basis. The Specialist will utilize a Playbook and Best Practices among other things as tools to assist with the customer engagement. The Specialist will work primarily with RightNow Media @ Work customers.

#### 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 @ Work. An assessment will then be done to determine what we need to help them with and then communicate their needs with the Account Consultant.

#### Schedule Workshops

- The Specialist will coordinate the scheduling of the workshops with the customer and the Account Consultant. There may be opportunity to facilitate certain workshops based on the client's needs and availability of Account Consultants.

### Skills and Educational Requirements:

- Must be both self-motivated and a strong team player with excellent multi-tasking skills.
- Strong knowledge of the features of RightNow Media @ Work.
- Prior experience and skills in a customer facing role.
- Strong verbal and written communication skills.
- Strong presentation skills; both presenting and responding to questions quickly.

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- Ability to effectively communicate between all teams at RightNow Media.
- Strong computer skills (Word, Excel, CRM applications, etc.)
- Prior experience working with Christian businesses is not required but would be a positive differentiator.
- Bachelor's degree required or equivalent work experience.

### Organizational Relationship:

The Specialist reports to the Director of @Work Customer Success. 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](http://rightnowmedia.org) and [rightnow.org](http://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](http://rightnowmedia.org/careers)

In your cover letter, please include information about your life and salary requirements.