

MEMBER SUCCESS MANAGER

APPLY NOW

About the Position:

E&I Cooperative Services (E&I) is the only member-owned, non-profit procurement cooperative focused exclusively on higher education. We provide our members with unsurpassed value through a broad portfolio of competitively solicited contracts, technology-enabled procurement solutions, and strategic, consultative engagements. Our innovative strategic spend assessments empower members to make informed, analytics-based decisions to capture savings. We collaborate with our suppliers through a performance management program to consistently deliver an amazing member experience.

E&I has an exciting opportunity for a **Member Success Manager in our Member Engagement Department**. This position will be responsible for working closely with our customers/members to ensure highly successful utilization of our products and services and an overall amazing experience when working with E&I. This position must work out of our Dayton, Ohio location.

At E&I Cooperative Services, we are proud of the company culture we have created. We believe that talented people and the right culture are the most important drivers of our company's success and our employees' satisfaction. We are looking for people who share our core values – people who are: **Mission Driven, Customer/Member “Obsessed”, High Performers; Inclusive, Positive, Collaborative, and who are Always Pursuing Better.**

Essential Duties and Responsibilities:

- Proactively onboard, train, and support our customers/members to ensure a high level of success utilizing our products and services.
- Remain focused on ensuring we consistently exceed our customers'/members' expectations and that their experience is excellent and always improving.
- Partner with our sales team to surface new opportunities for account growth and create an environment that reduces churn and maximizes the likelihood of contract renewals.
- Respond to inbound questions and requests from customers/members and resolve concerns and issues, documentation upon completion.
- Verify that suggested solutions effectively resolve customer/member needs via follow-up.
- Bring customer/member insights and knowledge about where we can systemically improve their experience back into the organization to inform internal stakeholders of key product and service improvement opportunities.
- Suggest and develop customer/member training and support materials.

Education and/or Experience:

- BA/BS or higher degree
- 3+ years in B2B enterprise market environment in customer success; customer support; relationship management; account management; sales; or related role
- Proven history of building and maintaining customer relationships while working to reduce churn and continually drive engagement and renewal
- Experience working with cross-functional teams (e.g., Sales, Product, Marketing, Services)
- Salesforce.com experience preferred
- Proficient in Microsoft Office suite
- Ability to quickly learn new technology programs/software
- Highly organized, detail-oriented and able to multi-task
- Excellent communication, listening and interpersonal skills
- Self-motivated, a natural problem solver who is comfortable working in a fast-paced, dynamic, team-oriented environment
- Remote work experience required
- Minimal national travel may be required for internal company meetings, or external customer/member meetings

E&I offers a competitive salary and a comprehensive benefits package which include Medical, Dental, Vision, Life & AD&D Insurance, LTD, STD, FSA, 401(k), AFLAC and other company sponsored benefits.

Interested applicants, please attach with cover letter and salary requirements to resumes@eandi.org with the position listed in the subject heading. All responses will be viewed with the strictest of confidence.

E&I is an equal opportunity employer and is committed to providing equal opportunities for employment and advancement without regard to an individual's race, color, religion, national origin, age, sex, sexual orientation, marital status, or any characteristic protected by local, state, or federal law.

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