

# Client Success Specialist

[www.ninety.io](http://www.ninety.io) | Atlanta, GA

You'll join our team to delight our potential and current clients with fast and friendly service they can't help but tell their colleagues about.

## A Little Bit About You:

- You have exceptional telephone and email skills with an ability to delight over various mediums.
- You preferably have some outbound sales experience and are excited to talk to potential clients
- You have an unstoppably upbeat attitude and love working with people
- You're a delight to work with
- You have a desire to learn new things daily
- You're interested in technology
- You have experience in, or are excited to work in a startup environment
- Ability to manage time effectively, work independently and be self-motivated
- You are a team player, results oriented, inquisitive, bold and engaged in your work
- You live in Atlanta and are able to commute to the Mid-town area

## Your Responsibilities:

- Become an expert in Ninety products and vision
- Create a positive first impression for potential clients through email and video calls (by nature, more sales oriented)
  - Record details of your calls and interactions with trial users using our CRM (Hubspot)
  - Promptly follow up with potential clients based on their specific needs
- Surprise and delight our trial users by delivering exceptional customer service in their 30 day trial
  - Accomplished through inbound live chat (Intercom)
  - Product Demonstrations via a video conference (Zoom)
- Follow-up with trial users to ensure they are getting the most out of the Ninety and convert on their first payment
- Take initiative to test new ways for our trial users to see value more quickly
- Work with our EOS Implementer Community to onboard their clients
- Ensure data between systems is up to date and managed appropriately
- *Bonus points:* Previous experience with Hubspot, Intercom, Stripe or their competitors.



## Little Bit About Us:

Ninety's goal is to help small and mid-sized businesses become more productive and more humane by developing the best Company Building and Awareness Tools (CBATs). Our SaaS platform helps companies run EOS (the Entrepreneurial Operating System), so they can set a vision, develop goals, run better meetings, and help employees reach their full potential.

### What's Ninety mean? We believe in the power of 90.

We live in a 90-Day World™. We commit to 90-Minute Meetings. We strive for 100%, celebrate 80% but hit an average of 90% on our measurables, to-do's & Rocks.

Ninety isn't the measure of perfection, it's the measure of a unified and healthy march towards our envisioned future.

Ninety allows businesses to strengthen the Six Key Components™ that exist in every business: Vision, People, Data, Issues, Process, and Tracion.

This allows businesses to connect these various aspects to maximize performance on many levels.

The Client Success Team is critical to helping companies acheive their goals by instructing them on best practices and advising how they should be connecting these various aspects of their business.

You can help companies acheive real, healthy, sustainable growth!



## Ready to apply? Here are a couple things you can do:

1. Create a Ninety Account: [ninety.io/sign-up](https://ninety.io/sign-up)
2. Explore it!
  - Experience how we communicate with clients
  - Run a meeting
  - Poke around our Help Center
3. Send your resume to [christine@ninety.io](mailto:christine@ninety.io)
4. *Bonus points:* Read *Traction, Get a Grip on Your Business* by Gino Wickman. (Or listen to it. We will send it to you on Audible or give you a copy!) This book will one of 3 required reads if hired!

