

# Customer Success Manager (Promotional Products Industry)

## About the Company:

*“Startup of the Year” –SF Magazine*

*Most Innovative Company Award-Fast Company*

*Bloomberg BusinessWeek-Social Entrepreneur of the Year*

Did you ever think you can change the world by working in the promotional products industry? Now you can, by working with Social Imprints. Our social mission is to provide second chances for those who truly need one. 80% of our staff consists of at-risk individuals including those formerly incarcerated, recovering addicts, individuals on/off public assistance, and the under-educated/employed.

Since opening our doors in 2008, Social Imprints has been the go-to provider in the Promotional Products industry for many of the nation’s top brands including Dropbox, Oracle, Pinterest & Facebook. That’s because we are not only passionate about our swag, but we are also passionate about our community too.

If you need a second chance or want to work for a company that makes a real imprint on their community, Social Imprints is the place for you!

## About the Position:

A customer success specialist develops and maintains long-term business relationships by serving as an internal advocate and client liaison.

- Conduct collect and analyze all customer order and quarterly surveys
- Conduct monthly review meetings and top tier customers
- Meet with account management and business development team to share business review findings and to ensure top tier accounts are hitting metrics/budgets
- Be first point of contact for potential new accounts and pass along the contact to the appropriate person for further follow-up
- Create and send monthly eco and socially responsible product decks to top tier customers
- Review the customer journey, identifying how it’s supported, taking a consultative approach in helping clients overcome issues and achieve goals
- Facilitate interaction and workflow between project team members, including third-party service providers, to ensure deliverables are on time

**Required Skills and Qualifications:**

- 3-5 years of experience in business development or account management a top promotional products company
- Strong verbal and written communication, strategic planning, and project management skills
- Analytical and process-oriented mindset
- Comfortable working across multiple departments in a deadline-driven environment
- Active team player, self-starter, and multitasker who can quickly adjust priorities

**Application Instructions:**

Send your resume to [sheng@socialimprints.com](mailto:sheng@socialimprints.com) and [foi@socialimprints.com](mailto:foi@socialimprints.com).

Job Type: Full-time

Location: San Francisco Bay Area or Remote

Salary: \$100,000-\$125,000 depending on experience