Now hiring

Customer Success Specialist

Are you a customer success star? Do you want to impact the success of nonprofits? We are looking for a passionate, energetic, and customer-focused professional to join our Customer Success team to empower nonprofits with our best in class tools while affecting meaningful change in the social sector.

See the world. Make it better.

On February 1, 2019 Foundation Center and GuideStar joined forces to become Candid, a 501c3 nonprofit organization. Candid connects people who want to change the world to the resources they need to do it.

Every year, millions of nonprofits spend trillions of dollars around the world. Candid finds out where that money comes from, where it goes, and why it matters. Through research, collaboration, and training, Candid connects people who want to change the world to the resources they need to do it. Candid’s data tools on nonprofits, foundations, and grants are the most comprehensive in the world.

Candid’s vision is an ambitious one. But we know that when we make investments in our talent, it translates to more access and better knowledge for those working for social good around the world.

**Position:** Customer Success Specialist  
**Reporting to:** Customer Success Manager  
**Location:** New York, NY

Department summary

Our Customer Success team advises and guides customers through a suite of subscription products and ensures the products are utilized to their full potential, drive value, and meet the needs of the customer. The team is responsible for general, enterprise, and Funding Information Network level subscribers and as such, should be cognizant of the unique needs of each cohort.

Candid subscription customers require outstanding products and seamless service in order to facilitate the critical missions of their work in the social sector. The Customer Success team plays a central role in fulfilling Candid’s mission of supporting these nonprofits and enabling them to thrive.
Position summary

The Customer Success Specialist supports Candid’s Subscription Products in a full-time capacity. The associate is a customer facing, product SME for our subscription product portfolio and passionate about delivering an amazing customer experience. The goal of all interactions via live chat, email, and phone supporting our new and existing customers is to insure they receive the maximum benefit of their services. You have an ability to create Candid subscribers’ champions and be the true product and industry expert on every interaction with the customer.

Responsibilities

- Monitor all channels (email, phone, chat, video conference, social) and offer exceptional proactively &/or on-demand product guidance.
  - The Customer Outreach Specialist will hear beyond the customers’ tactical request or problem and guide them to a solution within existing functionality whenever possible.
  - Customer requests that cannot be met by existing functionality (either directly or indirectly) will be passed on to the Product Team for roadmap consideration.
  - Develop and maintain a systematic method for conveying customer enhancement requests.
- Execute all responsibilities within department SLAs.
  - Alert manager about issues that are impeding customer success.
  - Escalate issues when requests cannot effectively be resolved within department policy.
- Consistently meets or exceeds performance standards for service quality, empathy, accuracy and volume.
- Other duties and special projects as assigned.

Requirements

BA/BS degree preferred. Minimum of 2 years of experience in customer service. Required proficiencies: NetSuite, Salesforce, MS Office, Video Conferencing, Oracle, Tableau, and JIRA. Strong collaboration or experience with product, help desk and accounting teams, preferably for SaaS based services. Nonprofit experience ideal, but not required. Excellent written and verbal communication skills. Sensitivity and respect for racial, gender, sexual orientation, and cultural differences.

Qualifications

Highly self-motivated, proactive problem solver. Outstanding presenter with the ability to own the narrative in all customer interactions. Perform responsibilities as a detail-oriented collaborative team player. Possess the ability to prioritize for maximum impact, connect to the user, and be adaptable to changing needs of the sector and customers.
How to apply

Please email your resume and cover letter with expected salary for the position to careers@candid.org. Please put the title of the position you are applying for in the subject line. Your application will only be considered if all instructions above are met.

We offer a competitive salary and excellent benefits. Due to the high volume of applicants we typically receive, we regret that we can only contact candidates that we would like to interview.

For more information on positions available at Candid, please visit our website: https://candid.org/about/work-at-candid

Candid is an EO/AA/VET/DISABLED Employer.

We are committed to diversity, equity, and inclusion and especially encourage members of underrepresented communities to apply.

1/20