



1271 Red Fox Road, Saint Paul, MN 55110

Customer Success Specialist

ABOUT US:

FireFly Computers is a young, exciting and quickly growing computer hardware sales organization. We are dedicated to providing the best in low-cost, high-value computing solutions. Our offerings include the top Chromebook devices available today, FireFly-enhanced thin clients as well as uniquely recertified PC's and laptops. Recently recognized by Inc. Magazine as the 10th fastest growing company in Minnesota and the 4th fastest growing computer hardware vendor in the nation, we are always looking for top talent to help take us to the next level.

JOB DESCRIPTION:

FireFly Computers is currently seeking organized, dynamic, confident individuals who are looking to build a professional business career. As a Customer Success Specialist, you will provide direct, critical support to a FireFly Territory Manager for a broad range of tasks including data administration, workflow optimization, record keeping, supplier coordination, customer service requests, and a variety of other duties as needed. Candidates with strong organizational skills, attention to detail, and ability to communicate are greatly preferred. No prior experience is necessary.

JOB DUTIES:

- Research key industry data and generate well-organized summary reports for use by the Territory Manager
- Answer and prioritize incoming customer service requests
- Manage and submit requests to various supply partners requesting their joint participation on specific projects
- Provide organization and workflow management for a variety of Territory Manager activities
- Attend and participate in regular team meetings
- Other job related duties as needed

REQUIRED SKILLS:

- High school diploma or equivalent
- Exceptional verbal and written communication skills
- Self-starter with strong teamwork skills
- Ability to type 50+ words per minute

PREFERRED SKILLS:

- Previous administrator or customer service experience
- Experience with Microsoft Office applications
- Experience with a cloud-based CRM platform
- Strong knowledge of computer components
- Understanding of a distribution supply chain

HOURS:

- Full Time
- M-F, 8:30 a.m. -- 5:00 p.m. (flexible)

BENEFITS:

- 401(k)
- Paid Vacation
- Paid Holidays

FireFly Computers is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the basis of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.

Apply Online at <http://fireflycomputers.com/careers/>