

**JOB DESCRIPTION**  
**FOR**  
**NDACO RESOURCES GROUP**

**FUNCTIONAL TITLE:** Customer Success Coordinator      **REPORTS TO:** Service Manager

**ORGANIZATIONAL UNIT:** Sales/Service      **FLSA STATUS:** Part Time with potential for Full Time Exempt

**INCUMBENT:** Vacant      **DATE:** 05/15/2022

**APPROVED BY:** President      **REVISED:**

Salary Range--\$40,000 to \$45,000

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**PRIMARY FUNCTION:** This position is responsible for maintaining accounts for existing NRG clients. This includes researching existing client processes, evaluating their needs, and presenting this information to the client in the format of a BTR (business technical review). This position expedites the flow of sales processes and ensures timely and accurate data is available for vendor and client relations. This may include prospecting, calling, networking, email, social media, hosted events, trade shows etc. with an emphasis on selling NRG products with recurring revenue.

**ESSENTIAL FUNCTIONS (Fundamental Job Duties and Responsibilities):**

- E1. Develops and coordinates BTR activities to meet sales goals and objectives.
- E2. Follows NRG's sales processes and established ethical standards of business conduct.
- E3. Conducts initial needs analysis/assessment meetings with existing and prospective clients.
- E4. Creates quotes and proposals to meet client needs and reviews with the President, Service Manager or Account Manager prior to client presentation.
- E5. Works closely with the Service Manager, President, Account Manager and senior IT staff as appropriate in transitioning client projects for implementation.
- E6. Research targeted markets to generate leads for new prospective clients.
- E7. Evaluates existing client technical environments to make recommendations for improvements. Reviews the plan with the President, Service Manager or Account Manager on a periodic basis.
- E8. Executes the BTR process through written, electronic, and on-site presentations and demonstrations.

E9. Actively participates in networking activities such as Chamber events, trade shows, peer groups, etc.

E10. Manages existing accounts and maintains client information in the CRM System.

E11. Conducts Business Technical Reviews and maintains contract accuracy, replacement schedules, inside sales and overall account health and satisfaction.

E12. Regularly travels to remote locations throughout the state to provide onsite technical analysis and occasionally must perform weekend or after-hours work.

E13. Consistently participates in training programs designed to keep certifications up to date on new business developments and related technology.

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**The above statements are intended to describe the general nature and level of work performed by people assigned to this job classification. They are not intended to be an exhaustive list of all skills, effort, responsibilities, and working conditions required of people assigned to this job classification.**

**Education and/or Related Experience:**

High School diploma and 1-2 years of related college level coursework in sales, management, or computer technology is preferred; or 1-2 years of work experience in the above areas can be considered for the college coursework.

**Required Skills:**

Excellent verbal and written communication skills with analytical and logical problem-solving ability.

Basic software application skills that will allow the incumbent to communicate with vendors, clients, and peers and to utilize systems to develop reports, make projections and track client activity.

Negotiation and resolution skills to address problems and issues that may involve clients, vendors, etc. while keeping a professional demeanor.

Proficient presentation skills that will allow for product demonstrations and on-site or electronic interaction with current customers or potential new clients.

Basic knowledge of Microsoft products.

North Dakota Driver's License in good standing.

**Complexity**

This position requires the incumbent to be able to function independently and to prioritize multiple initiatives and opportunities. The ability to organize various sales programs and maintain good customer relations is critical.

The incumbent must demonstrate a positive disposition with clients, vendors, and business associates even when challenged or faced with a difficult situation.

**Mental Demands**

This position requires the incumbent to be even keeled and courteous to customers, potential clients, and vendors.

Individual must be able to multi-task and be able shift priorities on a frequent basis.

Ability to understand and interpret computer terminology as it relates to various applications.

**Physical Demands**

On a regular basis the incumbent is required to: sit at a desk to write, read, and converse in person or on the phone; respond verbally to inquiries of internal and external contacts.

On a regular basis the fundamental job duty requires operating a PC, telephone, and a calculator.

Overall, the fundamental job duties require physical exertion most characterized by: Sedentary work or lifting to 40 pounds frequently and carrying materials and documents. The incumbent is required to travel frequently by car and must be able to walk, stand and work in confined places. The incumbent must be able to drive statewide and on occasion travel by air.

**Supervision of Others**

No Supervision

**Supervision Received**

Works under the direct supervision of the Service Manager

**Environment**

Moderate overnight travel.