



Job Description

Job Title	Customer Experience Specialist
FSLP Category	Salary, Exempt
Department	Sales
Location	Remote (US/Canada/Mexico)
Reports to	VP of Business Development
Date of last edit	January 2023

Overview

This job will appeal to someone who enjoys working across teams to help end users get the most out of our software. The ideal candidate for the Customer Experience Specialist position will have experience developing and deploying onboarding and educational content, preferably in a technical environment.

The job of the Customer Experience Specialist is to enhance our end user experience and improve overall user satisfaction. You will be working with many points of customer engagement and identifying ways to improve the customer experience for our software products.

This is a full-time, salaried position reporting to the VP of Business Development and is responsible for planning and creating resources that assist users of Hertzler's proprietary software products.

Hertzler is a leading provider and integrator of Statistical Process Control and analytic software platforms to manufacturers. We offer a dynamic work environment empowering employees to do great work from distributed workplaces. Team members enjoy flexible work hours, competitive compensation and benefits.

Customer Experience Specialist Responsibilities:

- Work across functions internally interfacing with Sales, Customer Service and Development to understand end user needs.
- Create video content to support onboarding and product engagement goals.
- Working with Internal stakeholders to develop learning content to support product goals.
- Tracking customer experiences across online and offline channels.
- Assist in the creation and maintenance of learning delivery systems for Hertzler products.
- Collaborating with internal Hertzler teams to enhance customers' experience with our software.
- Identifying customer needs and taking proactive steps to maintain positive experiences.
- Analyzing customer feedback on product ranges and new releases and relaying that information to internal stakeholders.

Other duties as required, may include:

- Being a part of the Sales team and supporting the work to maintain client relationships.
- Stay current with technology and technology issues.

Skills needed

- Ability to communicate technical information to a broad set of audiences.
- Ability to use basic video capture and production techniques to create learning materials
- Excellent problem-solving skills.
- Excellent communication skills (written and verbal) – the ability to communicate technical concepts at a level end users can comprehend as well as the ability to communicate professionally.
- Proven track record in a team environment, yet able to function independently.
- High level of computer literacy.

Skills that are a plus

- Experience supporting cloud-based applications.
- Experience with Microsoft operating systems.
- Experience in the Manufacturing Quality field – familiarity with SPC, APQP, Six Sigma, etc.
- Bilingual skills, Spanish or French being most helpful

Company Culture and Management style

Our Values

- Make clients wildly successful
- Embrace and lead change
- Build strength through collaboration
- Work hard, have fun
- Be direct, honest, & consistent
- Be humble

Hertzler's culture and management approach is influenced by Dynamic Governance (Sociocracy), which operates using three basic tenets: equivalence, transparency, and effectiveness. All employees are involved in teams where the work of Dynamic Governance happens. Hertzler team members actively participate in collaborative decision-making on matters they have a stake in.

Additionally, Hertzler supports local business and charitable organizations financially and with volunteer time. Hertzler is also engaged in the ongoing work to be an inclusive organization.

Salary & Benefits

Hertzler offers a competitive compensation and benefits package.

How to Apply

Interested applicants should send a resume and a letter summarizing relevant experience to:

Hertzler
hr@hertzler.com
www.hertzler.com