

Basics

Job Title Customer Success Representative - West
Reports To Western Sales Manager
FLSA Status Exempt
Direct Reports No

About Mizuno

Mizuno USA's roots trace back to its parent company, Mizuno Corporation. Mizuno Corporation was established in Osaka, Japan in 1906 by Rihachi Mizuno. Today, Mizuno USA is located in Peachtree Corners, GA and continues to manufacture and distribute high quality golf, baseball, softball, running, track & field, and volleyball equipment, along with apparel and footwear.

Since our founding, we have taken special pride and pleasure in being able to participate in the exciting world of sports and providing sports equipment of the highest quality. Each and every one of us is guided by the ideal of true sportsmanship. That was true over 100 years ago and is still true today. It is evident in our corporate philosophy which, simply stated, is "Contributing to society through the advancement of sporting goods and the promotion of sports."

Are you a competitor driven by overcoming extraordinary challenges? Are you motivated by being a critical team member? Do you aspire to join a brand that makes a difference in the communities we serve? Mizuno USA is seeking top performers like you carry on the legacy of one of the world's most iconic sporting goods brands.

Every Mizuno USA teammate is a champion of our Mission and commitment to one another and athletes everywhere as they strive for ultimate achievement at every level of competition.

Let us know if you're game-ready!

Summary

The Customer Success Representative (CSR) is the foundation of the sales process, responsible for nurturing existing customers and executing orders for business within their assigned territory. The CSR will perform a wide variety of activities focused on ensuring our customers' success, including order/return entry and management, recommending alternative solutions to customer problems, and cultivating new opportunities with external dealer partners, while working internally with Sales Development Representative (SDR) and Account Executive (AE) teammates to drive sales as a group. The CSR will serve as the primary day to day contact for their assigned customer base.

Essential Duties and Responsibilities

The Customer Success Representative will perform tasks like the following:

- Help customers via phone, email, and online chat to satisfy their needs with exceptional service.
- Triage and resolve customer support inquiries/issues effectively and in a timely manner.
- Manage the development and execution of sales objectives.
- Execute account sales plans to meet and exceed objectives (quotas) through superior customer service and outbound inquiries.
- Provide alternate product solutions in a timely manner, based on timing, cost, and inventory.
- Maintain and report on the pipeline of sales activity, revenue forecasts, and closing timetables through CRM system.
- Update customer communication and contact information in CRM.

- Recommend sales strategies, including a summary of issues and possible solutions.
- Collaborate with designated sales team to achieve common goals and quota.
- Collaborate with management to improve processes and outcomes.
- Nurture and expand the company's relationship within existing dealer base.
- Proactively and effectively communicate with management, customers, prospects, and support staff.

Qualifications

- 4-year college degree in Business or a related field, or 5+ years of relevant business experience
- Customer service or related experience
- Exceptional relationship building/relationship management skills to establish rapport, trust, and confidence with potential customers and dealer network
- Excellent interpersonal skills and ability to interact with all levels of management
- Excellent written and oral communications skills
- Ability to deliver presentations and speak in public
- Demonstrated ability to take initiative and solve problems proactively
- Ability to work autonomously while being a team player
- Creativity, energy, and enthusiasm
- Personal organization, attention to details, and effective management of schedules and budgets
- Ability to learn quickly and adapt to a changing environment
- Proficiency in Microsoft Office suite – strong PowerPoint and Excel skills critical
- Familiarity with using CRM systems
- Competitive sports background preferred

Physical Demands/Essential Functions

- Prolonged periods sitting at a desk and working on a computer in an open office environment
- Must be able to lift up to 15 pounds at times.

Work Environment

- Open office environment
- Low to moderate noise levels
- Overhead lighting
- Occasional work from home

Whenever possible, Mizuno USA, Inc. strives to promote from within if the skills and necessary qualifications meet the requirements for the position. Internal and external candidates will be considered for the position and the best candidate will be hired.

Mizuno USA, Inc. is an Equal Opportunity Employer: All qualified applicants will receive consideration for employment and will not be discriminated against based on their race, gender, disability, veteran status or other protected classification.

EOE M/F/D/V

Visit <https://www.careers-mizunousa.com/jobs> to apply, or send your resume and cover letter to mizunocareers@mizunousa.com and include the Job Title in the Subject line.