

Customer Success Operations Specialist

About the Company

Clarivoy is the auto industry's leading provider of multi-touch sales attribution and advanced digital targeting tools. Their solutions reveal more about their clients' customers, their advertising and their path to success so they can drive more sales. Clarivoy's proprietary technology grants marketers incomparable visibility into their customers and campaigns – across all channels, all devices – online and offline. Armed with this new information, marketers can stop guessing and start knowing what is working and what is not.

Culture & Values

Clarivoy thrives on the curiosity and unconventional thinking of its people and is driven by a relentlessness to solve new and challenging problems (we actually want people to say “I found a better way to do this...”). We try not to take ourselves too seriously, staying open to new ideas – agile to the core. Our values are: people first, clarity, tenacity, open-minded curiosity, solve then scale and truth-telling.

About the Position

The Customer Success Operations Assistant ensures quality ingestion of data from customers and third-party partners into Clarivoy's systems for Sales Attribution, On-Demand Attribution, TV Attribution, and any other customer-data-driven service or product Clarivoy provides.

This role is a key member of the Customer Success team and focuses on the data ingestion and quality assurance of the incoming data while supporting Customer Success, Sales, and the greater Clarivoy team.

Handles the curation and quality assurance of large amounts of data in short turnaround times. Maintains meticulous records and communicates clearly. Compiles and loads new customer data and works with Customer Success to follow up with customers on deficiencies/corrects deficiencies in data deliverables.

Takes initiative for innovation and ongoing quality improvement in the areas of data ingestion, new customer/vendor integration, and the relationship management between each party.

Responsibilities

- ▲ Customer and external vendor data curation, fetching required data, and providing quality assurance of data ingestion for handoff to Customer Success or documenting issues to Customer Success Engineer
- ▲ Maintain Ops boards in Monday.com
- ▲ Manage vendor partners - onboarding & ongoing relationships, communicating any pertinent information & updates across the Customer Success Team
- ▲ Support Customer Success in the resolution of issues with customer and vendor data - before and after ingestion
- ▲ Maintain internal and external process documentation for data ingestion and communicate requirements with appropriate parties and provide issue documentation as needed

- ▲ Assist Customer Success with Customer onboarding
- ▲ Support Customer Success team with other duties as assigned

Skills and Qualifications

- ▲ Strong organizational skills with the ability to collect, load and monitor significant amounts of information with attention to detail and accuracy.
- ▲ Detailed-oriented with a strong process-oriented skillset.
- ▲ Ability to work independently and handle multiple priorities.
- ▲ Bachelor's degree or equivalent work experience.
- ▲ Proven customer service and problem-solving skills.
- ▲ Positive mentality with a desire to collaborate with others, desire to work on a team with shared goals, and comfortable managing cross-functional projects.
- ▲ Thrive in a startup environment, where you're comfortable navigating conflicting priorities and managing ambiguity in a fast-paced setting.
- ▲ Excellent writing and verbal communication skills for both executive and technical audiences.

Culture & Values

- ▲ Clarivoy thrives on the curiosity and unconventional thinking of its people and is driven by a relentlessness to solve new and challenging problems
- ▲ We try not to take ourselves too seriously, staying open to new ideas – agile to the core
- ▲ Our values: people first, clarity, tenacity, open-minded curiosity, solve then scale and truth-telling

Software: Google Suite, Monday.com, Slack, Looker, MS Office (Intermediate proficiency desired)

Please submit inquiries to hello@clarivoy.com