



Ace Computers

340 Howard Ave.
Des Plaines, IL 60018

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Customer Success Specialist

Location: Des Plaines
Employment: Full-time

About Us:

Ace Computers is a leading provider of innovative computing solutions, serving a diverse range of industries with high-performance systems and exceptional customer service. We pride ourselves on creating meaningful partnerships with our clients, ensuring they have the tools and support to thrive in today's technology-driven world.

Position Overview:

As a Customer Success Specialist at Ace Computers, you will play a critical role in ensuring our clients' success by building strong relationships, addressing their needs, and proactively providing solutions. You will be the main point of contact for our customers, working to understand their goals and ensuring they maximize the value of our products and services.

Key Responsibilities:

- **Client Relationship Management:** Build and maintain strong, long-term relationships with clients, acting as their advocate within the company.
- **Onboarding:** Guide new customers through the onboarding process, ensuring they are set up for success with Ace Computers' products and services.
- **Customer Support:** Serve as the first point of contact for client inquiries, troubleshooting issues, and escalating problems to the appropriate teams when necessary.
- **Proactive Engagement:** Regularly check in with customers to assess their satisfaction, identify opportunities for improvement, and suggest additional solutions that align with their needs.
- **Collaboration:** Work closely with sales, technical support, and product teams to address customer concerns and contribute to continuous product improvement.
- **Data Analysis:** Monitor customer usage, feedback, and success metrics to identify trends and provide actionable insights to the leadership team.
- **Upselling and Renewals:** Identify opportunities to expand customer accounts and ensure timely renewals of contracts and services.
- **Training and Resources:** Provide customers with training materials, webinars, and resources to help them fully utilize Ace Computers' solutions.

Qualifications:

- High school diploma or equivalent (Bachelor's degree in Business, Communications, IT, or a related field).
- 2+ years of experience in customer success, account management, or customer support role, preferably in the tech industry.

- Strong interpersonal and communication skills, with the ability to build trust and rapport with clients.
- Problem-solving mindset with the ability to manage multiple priorities and projects simultaneously.
- Familiarity with ERP software and other customer success tools is a plus.
- A proactive approach to identifying customer needs and delivering solutions.
- Technical aptitude and the ability to quickly learn and explain technology products and solutions.

Benefits:

- 401(k) and 401(k) matching.
- Dental Insurance
- Vision Insurance
- Disability Insurance
- Health Insurance
- Life Insurance
- Employee Discount
- Flexible scheduled
- Paid time off.

Send applications to careers@acecomputers.com

Salary starting at \$20+ per hour