



Job Description

Job Title: Client Success Specialist	Date: March 1, 2023
Reports To: VP of Operations and Client Success	FSLA Status: Exempt - Base Salary

Summary/Purpose:

MetaFarms is a fast growing, progressive production software company focused on animal agriculture. MetaFarms has been in this business for over 20 years and now has significant market share in both the North American and international pork industry. We are well positioned to continue gaining market share with opportunities to further expand globally and to enter additional livestock markets. This person will work with team members as well as directly with customers to implement and support their business and strategic needs.

Essential Job Functions:

- Responsible for supporting, building, managing, and growing relationships with customers to achieve their goals.
- Interact with customers via telephone, email, online chat, or in person to provide support for the various MetaFarms products.
- Resolve customer questions and inquiries, recommend solutions, and guide users through new features and functionalities.
- Troubleshoot and solve technical issues across all MetaFarms product lines or escalate as appropriate.
- Work with customers, solution partners, and others to define, document, and implement software application services
- Assist with the Implementation process of customers in a kind and respectful manner, demonstrating knowledge of company product lines, services, and policies.
- Maintain and update customer facing documentation.
- Employ critical thinking and good judgment when alternate solutions or escalation to other teams is appropriate.
- Assist with customer conversions and installations.
- Assist in Quality Assurance testing when needed.

Required Skills and Experience:

- 3+ years related experience.
- Empathetic and service-oriented mindset.
- Excellent verbal and written communication skills.
- Ability to work well with team members (business analysts, application developers, project managers), vendors, and customers.
- Strong problem-solving, listening, written and verbal communication, and decision-making skills.
- Must be legally authorized to work in the United States for any employer without sponsorship.

Preferred Experience:

- Proficient use of the Microsoft Office suite of products
- Experience with Salesforce or equivalent CRM software
- Remote work experience
- Swine Industry Experience preferred but not required

- Experience using Microsoft SQL Server and Power BI a plus but not required
- Inside Sales experience also a plus

If interested in this position, please email a resume and references to jobposting@metafarms.com or mail to:

MetaFarms, Inc.
Attn: Human Resources
1715 Yankee Doodle Road, Ste 150
Eagan, MN 55121

Please no phone calls.

**This description covers the primary purpose and principal duties of the job. It is not intended to give all details or a step-by-step account of the way each procedure or task is performed.*