

PEGASUS NOW HIRING

CUSTOMER SUCCESS MANAGER

WHY CHOOSE TO JOIN THE PEGASUS FAMILY?

At Pegasus, we get up in the morning to deliver an elevated experience for our customers unlike any other. Our customers need technology experts that are passionate about their success. Pegasus listens, learns their business and they can always trust us to design the right solutions that deliver business value. We invest in our people and emphasize our culture, which extends to everyone we work with. Building lasting relationships is at the heart of what we do. Because for us, it's not just business... it's personal. Beyond our technical and industry honors, we are proud to earn the following workplace awards for our unique culture and commitment to our Pegasus Family:

- 2017/2018 Dallas Business Journal's Best Places To Work
- 2018/2019 Dfw's Best & Brightest Companies To Work For
- 2018/2019 Texas Monthly's Best Companies To Work For In Texas
- 2018 Best & Brightest Companies To Work For In The Nation

QUALITIES WE SEEK AND ENCOURAGE IN TEAM MEMBERS:

SELF-MOTIVATED

You understand assigned goals and objectives and take pride in seeing them completed quickly and efficiently. You're driven, even when no one is watching. Especially then.

EXCEPTIONAL COMMUNICATION

You communicate diplomatically and consistently with internal teams and clients.

TECH-SAVVY

You've been tinkering with computers from a young age, track tech trends and products and understand how to leverage technology. You are able to execute and prioritize tasks in a high-pressure environment.

TEAM PLAYER

You are comfortable providing constructive input and ideas to grow the organization and you welcome feedback. "That's not my job" isn't in your vocabulary.

HUNGRY FOR GROWTH

You thirst for more - learning, achievement and expertise. You enjoy exploring new products and services and crave expanding your knowledge base for the benefit of your team and for yourself.



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RESPONSIBILITIES

- Work with new client onboarding team to improve process
- Analyze customer data to improve customer experience
- Hold client dashboard demonstrations with clients to improve client satisfaction
- Review client reports monthly and work with client communication in the event there are discrepancies
- Work with clients when issues arise to define the issue and then escalate accordingly
- Assist with technical team to create tickets based off issues on the monthly client reports
- Minimize customer churn by being their initial communication channel and escalating appropriately

QUALIFICATIONS

DESIRED BUT NOT REQUIRED

- Demonstrated understanding of Managed Services and Professional Services
- Excellent time management and organizational skills
- Strong sense of personal accountability
- Experience working in a high-level stress environment and promoting a teamwork mentality
- Ability to predict challenges and seek to proactively head-off obstacles
- Self-driven and proactive nature
- Excellent communication and interpersonal skills
- Patient and active listener
- Passion for service

APPLICATIONS

TO APPLY FOR THIS POSITION, PLEASE VISIT:

<https://pegasustechsolutions.com/join/>

OR EMAIL

careers@pegasustechsolutions.com

WE LOOK FORWARD TO HEARING FROM YOU!

