

# PB JAM CUSTOMER SUCCESS REPRESENTATIVE PROFILE

## What is PB JAM?

- Peer Based professional development platform for soft skills rooted in cool management science and deep industry experience that is as lively, extemporaneous, and engaging as a musical JAM session
- Series of structured, facilitated 12-week programs, each to focus on improving 1-2 areas of professional skills, e.g., collaboration, leadership, work-life balance, etc.
- Small curated groups of 3 peers (each typically from a different company but matched for complementary skills and needs) to build trusted 'critical friend' relationships that provide accountability, ideas, peer support, and a safe positive environment for experimenting
- Individuals explore and select their own skills/behaviors to focus on during 12 weeks of group sessions (including at least one skill/behavior agreed to and monitored by their employer and manager)
- PB JAM platform, peers and facilitators help participants with two outcomes over 12 weeks
  - Clarity on the critical skills/behaviors they need to work on as of now, and
  - Confidence in their ability to make a positive change via tangible outcomes that are verified by their stakeholders
- Research-based insights and exercises on topics important to professional success, such as job satisfaction, productivity, teamwork, stress management, rest, etc.

## Role of PB JAM Customer Success Representative (CSR)

PB JAM CSR is the bridge amongst the PB JAM, the customers, and the participants. PB JAM CSR ensures

- Clarity around the expectations and timelines for each customer
- Regular meetings with the sponsor and HR rep on the customer side
- Temperature checks with the participants and PB JAM facilitators at the end of weeks 04,08,12 of the program and 4 weeks after each program
- Documentation of feedback that is concise, clear, and electronic



- Own and update customer engagement materials (videos and decks) based on inputs and experiences.
- Own and drive PB JAM's bi-annual customer engagement plan for existing and future customers

## Key characteristics of our CSR

- Graduate or post-graduate degree holder in any discipline - basic sciences, psychology, neuroscience, statistics, public policy, or communications preferred (from 5 years of work experience to retired enthusiasts)
- People person with empathy and authenticity who can make the conversation easy even on the first contact
- Proven track record of working with B2B customers and accounts in terms of relationship management, growth, and customer satisfaction metrics
- Ability to apply theory and experience to extend the frontiers of customer relationship
- Good listeners
- Able to work with CRM software (experience with Soho, Salesforce, or similar preferred)

## Time commitment

We allow our CSRs to choose their own time commitment per week (which days of the week, and how many hours), but we do need them to be available for the assigned task to be completed at a time. We do understand that life happens and there might be some scheduling issues. Active and clear communication is a necessity at PB JAM.

As a CSR, you will spend from a few hours a week to several hours a week on assigned customer accounts. Your day will typically involve making calls to potential customers, and meetings (face-to-face and virtual) with existing customers, participants, and facilitators. You will also analyze data from the PB JAM platform, collect new benchmarks, and read literature and news relevant to your customer accounts. Once a week or so, you will provide an update to the PB JAM management on what you have found this week and what your focus will be for the next week.

We highly encourage our CSRs to write their own blog posts on the PB JAM platform and post messages and questions in the facilitator group chats and forums (even post a few short videos!) as this helps them to gain better understanding while talking with customers, participants, and facilitators.



## Compensation

Our goal is to bring a smile to your face and your wallet as the PB JAM CSR!

We offer competitive hourly rates even for short-term engagements.

Interested? Contact us!

[Schedule a 45-minute zoom call with us to explore a mutual fit!](#)

