



## Customer Success Specialist

### Job description

Luma believes that when people learn, their lives improve and so does society. Everything we do is created with this mission in mind. Our customers love us and we love them!

At Luma, we have the following core values.

- CUSTOMER COMMITMENT: We build relationships that make a positive difference in our client's and our lives.
- INTEGRITY: We deliver on our promises.
- QUALITY: What we do, we do well.
- PASSION: Committed in heart and mind.
- TEAMWORK: We can all do small things, but together we can do something wonderful.

The Luma team strives to deliver excellence in customer experience in the trucking industry. Luma Brighter Learning, a 2X INC 5000 fastest growing company, is the leading learning company in the trucking industry. We were just recognized as one of the top software companies in the supply chain

<https://www.foodlogistics.com/software-technology/supply-chain-visibility/article/22922225/top-software-tech-award-supply-chain-visibility-solutions-reign-as-industry-problem-solvers> and were an INC Best in Business in 2024, <https://www.inc.com/best-in-business/2024>

Luma's comprehensive eNugget® Learning Platform has shown measurable results in helping trucking carriers improve safety, communication, and compliance.

<https://lumabrighterlearning.com/>.

Luma prides itself on the fact that with learning they can change and save lives and have measurable ROI to show for it. We are the only company in education individualizing instruction with different interaction modes through our platform. We are looking for a client success specialist to join our growing team.

The Luma Client Success Specialist needs to excel at technology, answering client tickets quickly and accurately, time management, problem solving, and will be able to jump in and start making an immediate contribution. We are looking for someone who thrives working in a fast-paced environment and enjoys building relationships through technology.

Thus, the Client Success Specialist will be comfortable with learning Luma's proprietary Luma's eNugget® Learning Platform. This position has the opportunity to make a difference with our



clients and will be interacting with them directly through LumaLive®, and our ticket and phone system. Under the leadership of the Director of Operations, this position will support and grow client relationships through training, support, and account business reviews.

## **Responsibilities**

- Oversee, manage, and quickly respond to all immediate customer requests.
- Train clients on the best practices and use of their eNugget® Learning Platform.
- Identify opportunities to improve client experience and engages in customer calls that result in successfully resolved client conversations
- Prioritize client projects and training needs based on urgency of client needs and available resources
- Quarterly business reviews with assigned client accounts to review for changes, growth opportunities, and learning opportunities
- Complete ongoing client learning needs in learning software to allow for client self-support
- Identify opportunities to improve client experience and engages in customer calls that result in successfully resolved client conversations
- Communicate with customers to identify custom needs and communicate effectively the needs of the client to internal teams that support development of custom integrations and reporting
- Identify and resolve client training hurdles within their organizations and offer creative solutions to provide support to unique client needs
- Report on changing technology to customers through written and verbal communications
- Collaborate with Luma team members for successful completion of client facing training projects
- Communicate with customers to identify custom needs and communicate effectively the needs of the client to internal teams that support development of custom integrations and reporting
- Lead new client kickoff calls, lead onboarding calls, and answer support tickets after implementation.
- Visibility requires maintaining a professional appearance and providing a positive company image to the public

## **Qualifications**

- Minimum of 3+ years in support of client/ customer accounts
- Minimum of 3+ years in transportation/logistics, transportation operations, or safety training experience.
- Ability to problem solve complex multi-step problems.
- Patient, friendly and a great attitude through fast growth.
- Strong communication skills, written and verbal.
- Impeccable with follow through and follow up.



- Demonstration of the ability to prioritize tasks and complete them quickly and accurately.
- Technical ability to learn and train others on multi step tasks in software
- Able to provide communications to customers, both orally and in writing; confirms the other side has the same understanding
- Asks meaningful forward-looking questions to elicit a deeper understanding of client needs
- Able to successfully facilitate client communications through effective listening and negotiation.

**Job Type:** This is a full-time remote employment position in WI, CO, MT, GA, SC, NC only. Work requires willingness to work a flexible schedule.

### **Collaboration**

- This role will report to the Director of Operations.
- This role is part of our Customer Success Department.
- Interaction and engagement with all departments within the organization required.

### **Benefits:**

**Paid Time Off:** As a full-time employee you are eligible to participate in the company's Paid Time Off (PTO) policy in accordance with policy provisions. The time off policy will be provided in your on-boarding packet.

**Holiday Pay:** You are eligible for 7.5 paid company designated holidays including your birthday.

**Education Credit:** You will be provided a \$1500 education credit per year that should be used towards educational programs that support you in being successful at your position. Money is not carried over and is not credited at termination.

**Health Insurance:** As a full-time employee you are eligible to participate in the Company's health insurance plans. Luma pays for 75% of employee only medical premium costs. Employees are responsible for 100% dental and vision premiums. Additionally, the company offers an optional \$10,000.00 life insurance policy. Life insurance premiums are split 50% / 50% between employee and the Company.

**Retirement Account:** You are eligible to participate in the 401k program.

### **Physical Demands and Work Environment**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable



accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

#### Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

#### **Industry**

- E-learning

#### **Employment Type**

Full-time