



*Your Committed Partner in Excellence!*

**Position:** Customer Success Manager  
**Company:** Chrane Foodservice Solutions, LLC  
9155 Sterling Street, Suite 140. Irving, TX 75063  
**Position Reports to:** Duane Guidry & Christopher East, Principals  
**Job Creation Date:** December 14, 2020  
**Interview Period:** December 15, 2020 – January 31, 2020  
**Start Date:** As soon as available

**About Chrane Foodservice Solutions, LLC:**

Since its inception on January 2, 2008, Chrane Foodservice Solutions, LLC (Chrane) has evolved from three employees and a few manufacturers to become a recognized and innovating leading manufacturer rep organization in the foodservice equipment and supply markets of Texas and Oklahoma.

Chrane’s missions include ongoing strategic growth as we continue to be a proven motivated organization, providing profitable success and solutions-based sales for our manufacturers, our customers and our company. Our model is built on Chrane being genuinely engaged as committed partners in excellence to our customers and manufacturers. Curious what “Your Committed Partner in Excellence” means? Check out the Chrane website to learn more.

At Chrane, we “Chraniacs” work hard, hold each other accountable and expect to have a high level of success for our manufacturers as well as provide solutions for our customers - and along the way we have a tremendous amount of fun!

**Reason for the Customer Success Manager Role:**

This team member will actively engage in four primary job functions to enable the sustained and intelligent growth of Chrane with our valued manufacturer partners. They are:

- Managing Chrane’s Customer Success Team and effectively executing all current and evolving Customer Success support functions for our organization, manufacturers and customers
- Act as the primary liaison between Chrane and our valued manufacturer partners, ensuring all parties are communicating at a high level and proactively addressing the resources needed for mutual success
- Analyze monthly individual manufacturer sales performance, providing Chrane’s General Manager and Chrane’s Marketing Coordinator trends on product segment, industry market segment and individual Chrane Reps for ongoing sales and marketing coordination
- Participate with an active “voice” on Chrane’s Traction L10 Leadership Committee and SM10 “Smarketing” Committee, engaging in the management of Chrane as well as accomplish the weekly, quarterly and annual milestones set to attain defined company success.

**What You Can Expect from Chrane:**

As an integral member of the Chrane family, here is what you can expect from your company:

- Competitive salary, plus annual bonus based on individual and company performance. The more instrumental you become to Chrane’s successes, the more you can expect to earn each year

**CHRANE FOODSERVICE SOLUTIONS**

9155 STERLING STREET, SUITE 140 IRVING, TX 75063  
600 KENRICK DRIVE, SUITE C28 HOUSTON, TX 77060

**WWW.CHRANefs.COM**





*Your Committed Partner in Excellence!*

- Business related expenses paid (travel, supplies, meals, technology, auto compensation, customer entertainment, etc.). We are not afraid to arm our team with the latest and greatest resources to be effective. We expect these resources to be used often and wisely
- 401(k) retirement program with matching company contributions
- Medical insurance
- Paid vacation: 10 working days per year. After 5 years of employment, paid vacation increases to 15 working days per year. While we work hard and play hard throughout the year we understand the need to unplug and get away for a while. Paid vacation is available immediately upon hire.
- Clearly defined expectations and corresponding coaching from Chrane's ownership team, who will get in the trenches with you if needed to help you develop and thrive at Chrane
- Support from a talented group of Customer Success Reps that are here to make you efficient and successful from the beginning to the end of a project
- Extensive onboarding and ongoing mentoring from Chrane's Customer Success team, Ownership and Leadership peers
- Human resources and accounting support to ensure your benefits, salary, and accounting needs are met
- Continued opportunities for additional growth and responsibilities, based on a track record of proven successes

#### **An Overview of what Chrane is going to Expect from You:**

Embody and manage to Chrane's Core Values:

- Relationships Built on a Foundation of Trust & Integrity
- Passionately Driven
- Collaborative & Solutions Oriented
- Fun, Authentic & Tribal
- Sensei & Grasshopper

Customer Success Manager Functions include, but are not limited to:

- Manage the Customer Success Team including:
  - Work closely with Chrane's Customer Success team to ensure Customer Success support functions are maintained at a high level to support sales growth and ensure customer success
  - Effectively learn all aspects of the Customer Success support team and ensure regular cross training events occur within the Customer Success team. Execute on existing support functions as well as enhance or modify them as needed for maximum efficiency
  - Delegate tasks to internal resources and supervise/monitor to ensure completion in support of the overall sales effort. This includes monitoring quotations, sales order entry, project follow up, and accurate data entry throughout
  - Explore new tools, technology and processes that will increase effectiveness for the Customer Success team while not increasing overall workload
  - Support the quote process as needed to ensure timely delivery to the customers

#### **CHRANE FOODSERVICE SOLUTIONS**

9155 STERLING STREET, SUITE 140 IRVING, TX 75063  
600 KENRICK DRIVE, SUITE C28 HOUSTON, TX 77060

[WWW.CHRANEFSS.COM](http://WWW.CHRANEFSS.COM)





*Your Committed Partner in Excellence!*

- Oversee management of purchase order logs and reports to ensure accurate income projections
- Ensure the Customer Success Team has showrooms in “show ready” condition at all times. This can involve getting your hands dirty so be prepared to put in some work. At Chrane, we all step up to get the job done!
- Assist sales reps in report generation and trends analysis for key customer meeting preparation
- Work in tandem with Marketing with e-blast workflow to qualify leads for Chrane’s outside sales team
- Act as the primary liaison between Chrane and our valued manufacturer partners. This includes:
  - Oversee manufacturer rep visits to Chrane’s territory, creating an itinerary ensuring they meet the factory’s objectives, have a full schedule of qualified sales calls, trainings and entertainment, and assist with travel or lodging coordination as necessary
  - Coordinate and manage manufacturer initiatives, new product launches and promotions with Chrane’s General Manager and Marketing Coordinator during weekly SM10 “Smarketing Meetings”
  - Proactively share Salesforce.com standardized reports or manually compile data for manufacturer reports as requested
  - Assist in the creation and presenting of manufacturer business plans
  - Oversee and delegate responsibilities associated with successful and expeditious manufacturer onboarding and offboarding
- Analyze monthly individual manufacturer sales performance, including:
  - Share high level monthly results with the L10 Leadership Committee
  - Share monthly key talking points and in-depth analysis with Chrane’s General Manager and Chrane’s Marketing Coordinator during the SM10 “Smarketing” meeting to assist in sales coaching and marketing content generation
  - Analyze it to be on individual manufacture key product segments, Chrane targeted industry market segments, and individual Chrane Reps
  - Cross reference individual manufacturer results to observe and communicate Chrane companywide sales performance trends

In addition to the defined Customer Success Manager responsibilities, you will take an active role in and demonstrate proactive participation and teamwork associated with Chrane’s overall growth in Texas and Oklahoma. We ask you to also provide critical and instrumental input in both the day-to-day and long-term direction and performance of Chrane.

**Requirements & Qualifications:**

- The Customer Success Lead must live in the metro Dallas-Fort Worth area or Greater Houston area and work out of Chrane’s Irving, TX or Houston, TX office.
- Solutions-oriented thinker with the ability to think visually as well as verbally
- Previous experience in managing multiple Customer Success Rep team members effectively
- Previous experience in the foodservice industry as a foodservice equipment and supplies manufacturers’ representative firm, dealer/distributor, or consultant is preferred
- Excellent writing and oral communication skills

**CHRANE FOODSERVICE SOLUTIONS**

9155 STERLING STREET, SUITE 140 IRVING, TX 75063  
600 KENRICK DRIVE, SUITE C28 HOUSTON, TX 77060

[WWW.CHRANefs.COM](http://WWW.CHRANefs.COM)





*Your Committed Partner in Excellence!*

- Strong organizational and project management skills with ability to multi-task, set measurable objectives, and manage timelines
- Highly focused, dependable and persistent
- Must bring a mindset to do what is necessary to get tasks done in a deadline-driven environment
- Team oriented; able to work effectively across the organization in a fast-paced environment
- Comfortable taking ownership and working independently
- Willingness to do what needs to be done and get your hands dirty. Sometimes this means physically dirty. We all pitch in to clean the office, test kitchen and warehouse at times
- Will professionally and socially engage with customers and industry peers
- Possess ability to uphold company brand, culture and values
- Proficient in Microsoft Office, including Word, Excel and PowerPoint
- Knowledge of and complete buy-in of Traction EOS
- Experience with Salesforce.com highly preferred
- Experience with AutoQuotes highly preferred
- Pass all background checks
- Successfully pass the online Wonderlic Test by Chrane standards

#### **Travel Expectations:**

- Some overnight travel will be required, likely not to exceed 5-7 nights per month, participating in:
  - Chrane and industry functions (i.e. tradeshow, Chrane seminars, Chrane company meetings and other industry conventions and seminars)
  - Trips to Chrane's manufacturer partners' facilities for training
  - Trips to work the Chrane Texas and Oklahoma territory with both the Customer Support team, and appropriate outside sales representatives and their customers as needed
- The initial 135 day onboarding & training process will be based out of Chrane's DFW office, with consistent field work throughout the Texas and Oklahoma territory, as well as manufacturer visits across the US, while being mindful of Covid 19 restrictions. The first 135 days of employment will involve heavier travel than normal so be prepared mentally and physically for this demand

#### **What to Expect from the Interview Process:**

- Initial Application Process as defined below
- Completion of Wonderlic Online Testing (Pre-Interview)
- Initial Phone Call Interview with Chris East & Duane Guidry (Phase 1)
- Background Check
- In-Person Interview with Chrane Management Team- DFW (Phase 2)
- Second In-Person Interview with Chrane Management Team – HOU (Phase 2 Continued)
- Team Interaction and Activity Component – are you culturally the right fit for Chrane? – DFW or Houston Area (Phase 3)
- Chrane will cover all travel costs associated with the interview process if applicable. Applicants must “pass” each Phase prior to being invited on to the next Phase

**Applicants, please send the following information to Jamie Guidry at [jguidry@chranefs.com](mailto:jguidry@chranefs.com):**

#### **CHRANE FOODSERVICE SOLUTIONS**

9155 STERLING STREET, SUITE 140 IRVING, TX 75063  
600 KENRICK DRIVE, SUITE C28 HOUSTON, TX 77060

**WWW.CHRANEFSS.COM**





*Your Committed Partner in Excellence!*

- Resume
- Cover letter
- Three professional references
- Any questions regarding the position
- Complete the employment application found online at [www.chranefs.com](http://www.chranefs.com)
- Incomplete information sent to Jamie Guidry will result in applicants not being considered for employment

**For more information about Chrane Foodservice Solutions, LLC please contact Chris Eat ([ceast@chranefs.com](mailto:ceast@chranefs.com)) or Duane Guidry ([dguidry@chranefs.com](mailto:dguidry@chranefs.com)), or visit [www.chranefs.com](http://www.chranefs.com)**

**CHRANE FOODSERVICE SOLUTIONS**

9155 STERLING STREET, SUITE 140 IRVING, TX 75063  
600 KENRICK DRIVE, SUITE C28 HOUSTON, TX 77060

**WWW.CHRANEFSS.COM**



FOODSERVICE SOLUTIONS