

Implementation & Customer Success Specialist

Pennington, NJ | Full-Time

ABOUT THE ROLE

Areté is seeking a skilled and relationship-driven Implementation & Customer Success Specialist to lead the deployment of our demand and supply planning software and serve as a trusted advisor to clients long after go-live. This role sits at the heart of our client experience by guiding organizations through onboarding, configuration, training, and ongoing support while acting as the bridge between client needs and our internal product and development teams. Our clients are planning teams at global food & beverage and CPG companies, and a working knowledge of supply chain concepts is a meaningful advantage in this role. Given the significant portion of our client base across Latin America, professional Spanish proficiency is strongly preferred and will be a key differentiator for the right candidate. If you are energized by solving complex problems, building lasting client relationships, and helping world-class brands get more out of their planning software, this role was built for you.

KEY RESPONSIBILITIES

Software Implementation

- Lead end-to-end software implementation projects from signed contract through successful go-live, serving as the primary point of contact for client stakeholders
- Conduct discovery sessions to understand client business processes, data structures, and planning workflows
- Configure Areté's solutions to align with client-specific requirements, including demand planning parameters, replenishment rules, and reporting needs
- Develop and manage project plans, communicate implementation timelines and milestones to internal teams and clients, and proactively flag risks
- Coordinate data migration, system integration, and user acceptance testing (UAT) activities
- Deliver end-user training and develop training materials tailored to client roles and planning workflows

Customer Success & Ongoing Support

- Serve as a dedicated post-implementation resource for assigned client accounts, building deep relationships with planning teams and key stakeholders
- Conduct regular check-ins, business reviews, and health assessments to ensure clients are achieving their planning goals
- Proactively identify opportunities to expand client usage, improve adoption, and unlock additional value from Areté's platform
- Triage and resolve client support issues, escalating to development or product teams when needed, and ensuring timely resolution
- Gather, document, and advocate for client feedback, communicating product enhancement requests to the product team to inform roadmap prioritization
- Develop and maintain client-facing documentation including user guides, FAQ documents, and release summaries

Cross-Functional Collaboration

- Partner closely with the product team to share client insights that inform roadmap prioritization and feature development
- Collaborate with sales during pre-sales cycles to scope implementation efforts and set accurate client expectations

- Contribute to a growing library of implementation playbooks, onboarding templates, and best practices

QUALIFICATIONS

Required

- 3+ years of experience in software implementation, customer success, or a client-facing role within a B2B SaaS or enterprise software environment
- Demonstrated ability to manage multiple concurrent implementation projects and client relationships simultaneously
- Strong analytical and problem-solving skills with the ability to translate complex business processes into software configurations
- Excellent communication and presentation skills, with experience leading client meetings, training sessions, and business reviews
- Proven ability to build trusted, long-term relationships with clients across varying levels of seniority
- Excellent organizational skills and ability to manage multiple concurrent workstreams
- Professional Spanish language proficiency (spoken and written) — strongly preferred and essential for many client engagements, given our large Latin American client base

Preferred

- Knowledge of supply chain fundamentals — demand planning, inventory management, S&OP, or replenishment — as our software serves planning teams at global food & beverage and CPG brands
- Experience with supply chain, ERP, or B2B SaaS software environments
- Exposure to SQL or data analysis tools for troubleshooting data-related issues
- Experience working with clients across Latin America or other international markets
- Background in training design or instructional content development
- Experience in food & beverage, CPG, or manufacturing industries

ABOUT ARETÉ

Founded in 1984, Areté, Inc. is a growing software and consulting firm headquartered in Pennington, NJ, delivering best-in-class demand and supply planning solutions to clients in 45+ countries across 6 continents. Our client base includes some of the world's most recognized food and beverage brands. We are a client-centered, solutions-focused company committed to excellence — and we're looking for people who share that drive.

We offer a salary range of \$75,000–\$95,000 based on experience, comprehensive health and dental plans, a 401(k) plan, and a dynamic, collaborative work environment close to both New York City and Philadelphia. Areté, Inc. is an equal opportunity employer.

HOW TO APPLY

Submit your resume and a brief cover letter to hr@areteinc.com. Learn more about us at www.areteinc.com.