



*Your Committed Partner in Excellence!*

**Position:** Customer Success Team Member  
**Company:** Chrane Foodservice Solutions, LLC

**Position Reports to:** Ashley Potter, Director of Customer Success  
**Job Creation Date:** April 2025  
**Interview Period:** April 2025  
**Start Date:** May 2025

**What is a Chraniac?**



**What's next for Chrane?**



**Are you the next Chraniac?**



**Reason for the Customer Success Support Position:**

Currently Chrane has a need for additional inside sales support. With our continued growth and desire for complete sales support and the highest level of customer service, we are hiring a teammate that offices in our DFW office and will support our manufacturers and outside sales team per the requirements listed below.

**What You Can Expect from Chrane:**

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

- Competitive salary, plus an annual bonus based on individual and company performance.
- Business related expenses paid (travel, supplies, meals, technology, auto compensation, customer entertainment, etc.). NOTE: Travel for this position will be limited following the training period.
- 401(k) retirement program with matching company contributions
- Medical insurance
- Paid Time Off Policy: 16 working days per year. After 5 years of employment, PTO increases to 21 working days per year. PTO is available after 30 days of employment.
- Clearly defined expectations and corresponding coaching from Chrane's ownership team
- Support from a talented group of Customer Success, Culinary and Marketing Reps
- Extensive onboarding and ongoing mentoring from Chrane's Customer Success team, Territory Managers, Marketing, Ownership and Leadership team
- Human resources and accounting support to ensure your benefits, salary, and accounting needs are met.

**CHRANE FOODSERVICE SOLUTIONS, LLC.**

9155 STERLING STREET, SUITE 140 IRVING, TX 75063  
4100 N SAM HOUSTON PKWY. WEST, SUITE 220 HOUSTON, TX 77086

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- 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 Chrane's Core Values:

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

### **Customer Success Support Functions:**

- Communicate and liaise verbally and in writing between customers, manufacturers, and Chrane staff, interpret and respond clearly and effectively to spoken requests over the phone or in person, and to verbal or written instructions.
- Print and organize any pertinent documents for the outside sales team for training sessions, product presentations, or marketing events as needed.
- Research information for the outside sales staff that is pertinent to sales activities. Organize and present in a concise manner.
- Manage, organize, and update relevant data using database applications and spreadsheets as well as assisting in keeping Salesforce account information updated as needed.
- Assist in providing dealers with equipment and supply quotes as requested.
- Assist with processing and tracking purchase orders and invoices.
- Resolve product or service problems by clarifying the customer's needs; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Participate in company meetings, conferences, projects, and team activities.
- Cross train within the Customer Success Department – must be capable of performing all Customer Success responsibilities. Continuous cross train as new inside sales staff and inside sales functions are implemented.
- You must be prepared to spend the occasional evening or weekend conducting company business. Our job is not always 8am-5pm, Monday through Friday, so a true understanding of going the extra mile is necessary.
- Have fun. We expect results from our team, but part of our culture is having some fun along the way.
- Perform other duties as needed, "It's not my job" does not exist at Chrane.

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In addition to the defined customer success support 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:**

- 2+ years office/ administrative support experience
- Solutions-oriented thinker with the ability to think visually as well as verbally.
- Proven ability to manage multiple tasks and team members effectively.
- Excellent written and oral communication skills
- Strong organizational skills with ability to multi-task, set measurable objectives, and manage timelines.
- 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. Experience with Salesforce and Auto Quotes is preferred.
- Pass all background checks.
- Successfully pass the online Wonderlic Test by Chrane standards
- Customer Success team members must live in the Greater Houston area and be able to commute back and forth to work daily.

**Travel Expectations:**

- Some overnight travel will be required, likely not to exceed 3-5 nights per quarter, participating in:
  - Chrane quarterly meetings
  - Trips to Chrane's manufacturer partners' facilities for training and education
  - Trips to our DFW or Houston offices to train with teammates as needed.
- The initial 90-day onboarding and training process will be based out of Chrane's DFW or Houston office. The first 90 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 (Pre-Interview)
- Initial Phone Call Interview with Ashley Potter/Angie Sneed (Phase 1)
- Background Check
- In-Person Interview with Ashley Potter/Angie Sneed - DFW

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- Team Interaction and Activity Component - are you culturally the right fit for Chrane? DFW (Phase 2)
- Chrane will cover all travel costs associated with the interview process. Applicants must "pass" each Phase prior to being invited on to the next Phase.

**Applicants, please send the following information to Janie Evans-Troje at [JETroje@chranefs.com](mailto:JETroje@chranefs.com):**

- 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 Janie Evans-Troje will result in applicants not being considered for employment.

Chrane Foodservice Solutions, LLC is a privately held, equal opportunity employer. Our Core Values provide the foundation from which we cherish all talents, skills and ideals that portray and make the communities we live and work in better.

**For more information about Chrane Foodservice Solutions, LLC please contact Ashley Potter ([apotter@chranefs.com](mailto:apotter@chranefs.com)) or visit [www.chranefs.com](http://www.chranefs.com).**

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