



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/04/18

Customer Success Operations Analyst

Job ID	D8-14-E4-F1-FC-C3	
Web Address	https://careers.indigenous.link/viewjob?jobname=D8-14-E4-F1-FC-C3	
Company	Prophix Software	
Location	Mississauga, Ontario	
Date Posted	From: 2022-03-11	To: 2022-09-07
Job	Type: Full-time	Category: Office
Languages	English	

Description

A Customer Success Operations Analyst works directly with our customer success leadership team to identify, prioritize, and lead key projects and initiatives. The position will report to the Director, Customer Success within the Customer Success Team and will work extensively with various internal stakeholders.

Currently all employees are working remotely from home. When we implement our return to office plan in the future, Prophix will offer employees the choice for work arrangement: the opportunity to work from our office, remotely, or a combination of both/hybrid. We have invested in best-in-class tools, technology, and culture to ensure our team members are able to do their best work.

What You Will Do at Prophix

As a trusted partner to our Customer Success Team, you will develop a deep understanding of business opportunities and challenges, and collaborate with internal stakeholder teams in order to execute and deliver results that maximize business impact and improve the overall efficiency and execution of the Customer Success organization. You will be the key cross-functional resource managing our global customer reference program.

Primary Responsibilities:

System management:

Prophix

Influitive

Excel models as needed

Support day to day system maintenance activities

Support development, testing and implementation of system enhancements

Provide analytical and operational support to the Customer Success Management Team

Aid management in data collection, analysis and reporting monthly key performance indicators

Kickoff change management process for customer success requests

Execute on prioritized projects and initiatives for the customer success leaders

Assist customer success leaders in administration and maintenance of customer engagement programs

Contribute to internal projects/initiatives

Customer reference program management:

Create and maintain database of referenceable customers, identified by various criteria (such as industry, use case, ERP, etc.)

Manage reference request fulfillment

Track reference activity and outcomes

Work closely with Customer Success Managers and Customer Advocacy Manager to foster and promote long-term, mutually beneficial customer relationships

Work cross-functionally with sales, customer success, and marketing teams to identify, develop, and engage reference customers

What You Will Bring to Prophix

To shine in this role, you will bring a rare combination of experience, technology skills, personal qualities, and education.

Required Qualifications

Over 1 year of relevant work experience

Post-secondary education in Accounting/Finance, Computer Science, Statistics or Engineering/Technical

Knowledge and experience with managing and analyzing data

Proficiency with MS Office Suite, in particular advanced Excel knowledge

Strong organizational skills, attention to detail and ability to prioritize workload

Problem-solving ability to diagnose and logically resolve problems using experience and

Ability to work collaboratively with junior and senior team members

Confident working in a fast-paced environment with many competing priorities

Must be legally entitled to work in the country where the role is located. Must be able to travel to the United States, Canada and/or internationally, and have a valid passport

Preferred Qualifications

Experience using Influitive (or other customer advocacy software) is an asset

Experience using Salesforce (or other CRM software) is an asset

Familiarity with SQL considered an asset

Prior experience working with customers (references), influencers, and/or peer communities in B2B enterprise software and services

Understanding of how to build relationships with volunteers in reference programs

NOTES

Successful candidates might be required to undergo a background (work and education) verification with an external vendor.

We thank all those who apply, however, please be advised that only those candidates selected to move forward will be contacted.

ACCESSIBILITY & DIVERSITY

Prophix promotes a diverse, inclusive, and accessible workplace. By embracing diversity, we build a more effective organization that empowers our employees to be the best that they can be. We are committed to creating a working environment that is barrier-free and we are prepared to provide accommodation for people with disabilities.

We are an Equal Opportunity Employer. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and Ontario Human Rights Code, Prophix will provide accommodation throughout the recruitment, selection and/or assessment process to applicants with disabilities. If

selected to participate in the recruitment, selection and/or assessment process, please inform Human Resources of any accommodation(s) that you may require to any materials or processes used to ensure your equal participation.

How to Apply

Click "Apply Now"