



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.Link's 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
L9 P23 R4074 HWY 596 - Box 109
Keewatin, ON P0X 1C0

Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/04/19

Customer Success Manager

Job ID	F7-22-C7-61-A6-20	
Web Address	https://careers.indigenous.link/viewjob?jobname=F7-22-C7-61-A6-20	
Company	Ntirety	
Location	Vancouver, British Columbia	
Date Posted	From: 2023-03-16	To: 2023-09-12
Job	Type: Full-time	Category: Miscellaneous
Job Salary	\$55,000 - \$70,000 CAD	
Languages	English	

Description

The Customer Success Manager will take a leadership role in maintaining relationships with clients by leading the post-sale account management team. The role is responsible for the management of programs designed to accelerate revenue, improve overall productivity, and sales effectiveness of Ntirety's customers. This position will be required to interface with internal and external functional teams to improve processes, products and marketing efforts. In addition, they will be responsible for the development not only themselves but the Customer Success Team as we further define our customer experience. This position will partner with other internal groups to support multiple sales enablement initiatives aimed at adding value to the customer relationship and empowering their sales force with training, coaching, sales management and tracking.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

Act as a trusted advisor to key business stakeholders and sponsors to drive product adoption and ensure they leverage Ntirety's product and solutions to achieve their business goals with measurable outcomes

Operate as the lead point of contact for any and all matters specific to your account base

Partner with Strategic Account Executives and Technical Account Managers to manage, retain and grow your business

Work with customers to design their Customer Experience Programs aligned with Ntirety's customer-first approach and product capabilities, while ensuring customer objectives are clearly documented and reviewed throughout the customer journey

Analyze client portfolio to proactively identify churn risk, renewals, up-sell opportunities, and outreach strategy on a quarterly basis

Effectively navigate client's organization to grow our relationships and influence

Define Customer Reporting and manage the process to automate the reports

Map out organizational structure of your assigned customers within 60 days of start

Identify product adoption and white space within 60 days of start, while collecting customer feedback and ensuring the feedback reaches the necessary departments

Develop success plans for customers that outline their critical success factors, metrics for success, potential issues and provide recommendations

Track customer metrics and sentiment to identify churn risk and work proactively with sales and executive sponsors to address/eliminate that risk, while simultaneously identifying upsell opportunities when applicable

Create real referenceable clients in 25+% of client base and work closely with the marketing team to define and highlight these clients

Prioritize and drive resolution on escalated customer issues

Monitor and facilitate customer adoption of our solution features and functionality while providing an understanding of their overall business needs as they relate to our products

Document all communication with users and accounts accurately and in a timely manner in Salesforce

Provide product training, onboarding and escalations for new and existing customers

Requirements

DESIRED MINIMUM QUALIFICATIONS:

Bachelor's degree required

2+ years of experience in Customer Success

Experience with Salesforce

Flexible schedule for related customer issues or escalations

Data-Driven Analysis - with the ability and willingness to gather relevant information, notice relationships between different systems and reason from cause to effect and generate effective solutions to practical day-to-day problems

Excellent interpersonal skill with the ability to build authentic business relationships and deal effectively with relational challenges as they come up

Resourceful and creative troubleshooting skills to provide optimal business outcomes for customers

Proficient in Microsoft Office (Outlook, Excel, Word and PowerPoint) required

Outstanding presentation, development, and delivery skills, with the ability to inform, influence and impact all levels of management

Excel at working in a collaborative, team environment while able to work independently with minimal supervision or oversight

Strong organizational, project management and time management skills with the ability to prioritize and manage competing priorities

Innovated, courageous, persistent and patient. Someone who loves overcoming challenges and presents solution driven results

How to Apply

Click "Apply Now"