

CUSTOMER SUCCESS SPECIALIST

Description Overview

Under the direction of the Director of Customer Success, the Customer Success Specialist is the point of contact for GrainFox subscribers throughout the life of their subscription. The Customer Success Specialist identifies customers' needs and goals, ensuring they receive the appropriate tools and support needed. This includes user adoption and onboarding after purchase, answering all customers questions and concerns, and advising customers on product buying decisions.

The Customer Success Specialist will work closely with sales and marketing, and the GrainFox development team to advise when customers should move into higher modules, analyze customer's likes and dislikes, identify new opportunities, and maximize growth, retention, and client satisfaction.

Summary of Duties and Responsibilities

- Develop strong relationships with key customers to build a trusted partnership
- Escalate user issues when needed, follow up promptly and ensure customer needs are exceeded in a timely manner
- Meet client SLA's (Service Level Agreement) as set by the company
- Educate, train, and support customers on how to best leverage GrainFox to their benefit
- Under direction of the Director of Customer Success, prepare and execute product demonstrations, training, and(or) product launches to internal and external audiences
- Facilitate sales and growth drivers while managing risk
- Secure subscription renewals and identify cross-selling opportunities
- Conduct customer and public data research and feedback to grow a library of customer testimonials, success stories, and online reviews
- Collaborate with stakeholders in product, sales, and marketing to align strategy with current goals
- Collaborate with sales and marketing to develop communication tactics
- Collaborate with Data Team and Sales and Marketing to ensure customer engagement and satisfaction

Education & Qualifications

- One-three years' experience in a customer facing role, preferably in a SaaS (Software as a Service) business
- Bachelor's degree from college or university
- Exceptional customer service skills
- Experience working with inside or direct sales
- Ability to work in a fast pace and cross-functional environment
- Ability to take initiative, own processes, and work independently as required
- A Critical thinking mindset
- Strong understanding of mobile application use
- Strong communication and interpersonal skills in building and maintaining relationships

- Positive mindset, enthusiasm, and energy

Competencies

Analytical Thinking

The ability to apply logic to solve problems by taking an abstract or theoretical approach in order to get things done.

Client Service

The ability to anticipate a client's needs and respond to them in a timely and courteous manner.

Communication

Oral and written communication that involves using language effectively in order to convey a message, gather information and facilitate the exchange of ideas that would influence others and yield results.

Flexibility

The ability to adapt to whatever changes happen in a company without losing focus on goals. This also includes the ability to apply knowledge to new circumstances.

Interpersonal Relations

The demonstrated understanding and respect of others to achieve and maintain a harmonious working relationship with coworkers.

Leadership

The ability to establish and lead a team to promote strategies to achieve a common goal. This competency includes empowering others by giving them freedom to complete tasks and holding them accountable to those tasks. It involves making decisions and being accountable for the impact of those decisions as well.

Conflict Resolution

Works to resolve all sorts of differences, especially among employees to maintain a good working relationship.

Project Management

The ability and knowledge to bring together all aspects of a project that are essential to its timely and efficient completion.

Self Motivated

A love of learning with the drive for constant self-improvement and growth, and a desire to help everyone be better and achieve their goals.

Working Conditions & Physical Requirements

- Remote, work from home position
- Travel during selling seasons at Tradeshows
- Some after-hours support

What we Offer

- Competitive salary
- Employer matching Group Retirement Savings Plan
- Group Benefits
- Coaching and Development Program

If you are interested in this exciting opportunity and meet the above criteria, please send a copy of your resume in confidence directly to Susan Black of F.H. Black & Company at sblack@fhblack.com. Please note, all job applicants must be a Canadian Citizen with permanent residency.

We thank all applicants in advance; however, only those individuals who best meet our qualifications will be contacted.