



Insert paragraph about who the company is.

Insert paragraph about how fast you are growing and why you need to hire.

The Role

The Customer Success Manager (CSM) is responsible for leading the [insert your company name](#) post-sales process, including: managing implementation, configuration, training and the overall customer experience. The CSM will liaise between [insert your company name](#) and the client to ensure a smooth onboarding process and drive product/platform adoption, stickiness and additional revenue opportunities with our clients.

Does the idea of problem solving; process improvement and technology disruption in one of the [largest industries in North America get you excited?](#) Do you have customer service experience in the [technology or insert industry here?](#)

Responsibilities:

- Manage product delivery, including: needs assessments, quotes and project management.
- Work with customers to document their operations goals and provide advice on how to achieve them using [insert your company name](#) solutions.
- Work with the Sales, Marketing and Product teams to constantly improve our platform and client experience.
- Communicate best practices, develop plans for expanded usage, provide use cases to Marketing for leveraging key product benefits functionality and communicate new products as they become available.
- Proactively monitor and report on customer usage and success milestones to internal teams.
- Create and deliver reports to highlight customers' successes.
- Ensure that customers derive maximum value from their investment in [insert your company name](#) and encourage other similar business, through referrals, to adopt the platform.

Requirements:

- Experience managing and implementing solutions for in a [B2B environment](#).
- Experience determining scope, level of effort and providing quotes for projects.
- Proven ability to lead clients to achieve their business objectives.
- Ability to form strong client relationships with all levels of the organization.
- [Experience working for an organization that sells services solutions.](#)
- Excellent oral and written communication skills along with a well-developed sense of humor.
- The ability to work with a broad range of internal and external clients.
- Demonstrated customer-facing skills, including expectation management, communication skills, information management.
- Experience using [insert your CRM here](#) and working in or with the [insert industry](#) is an asset.

This is a unique opportunity to work in a rapidly growing, fast-paced organization with a seasoned management team who have been there before. We offer a casual work environment with our head office located in [insert location](#), [competitive compensation](#), [commissions and a comprehensive benefits package](#).



If you are highly motivated, energetic and seek the challenges; rewards of supporting a great product, serving customers and reaching your potential, we would like to hear from you.

Submit a resume and cover letter via email to [insert email address here](#)