

Program Success Associate Calgary, AB (In office)

Our client is a Simple & AI-Powered **Employee Recognition & Wellness Platform** that helps drive Employee Engagement. Our client Circle has been in business for more than 13 years now and is proud to work with some of the largest and well-known brands from across North America, Europe & Asia. They are among the top Employee Engagement products across the world with more than 2Mn users across 500 corporate clients.

Our client is proud to be a **Great Places to Work Certified** company that is led by a strong value driven culture, which thrives on a set of robust DE&I practices. Our client is a profitable company that has grown more than 3X in Revenues in the last 4 years.

A Program Success Associate co-owns client objectives and works across functions to deliver on each objective with a high degree of success. The Program Success Associate will lead all initiatives including but not limited to post implementation training, curating initiatives for driving overall program success, deepening our relationship with the client, and growing the account from a revenue recognition perspective.

Things you will do & drive:

Post Implementation Training & Change Management

- **DEFINE:** Define training needs through a change impact assessment survey and learning needs assessment.
- **DESIGN:** Design the contents of the training programs based on results of the change impact assessment in collaboration with marketing and design teams.
- **DELIVER:** Conduct the training programs through a combination of channels including but not limited to classroom training, live webinars, pre-recorded training, and pdf training manuals.
- **DISCOVER:** Design and conduct a quiz styled assessment to measure the level of internalization from the training initiatives.
- **DIGEST:** Conduct refresher programs based on findings from the quiz.

Program Success

- Emphasis on delivering ROI on client objectives for employee recognition and engagement.
- Assist in the development of success plans for customers that outline critical success factors, metrics for success, potential issues, and provide recommendations. Lead customer meetings to review all aspects of customer success, often including presentations to a large group of project stakeholders on an ongoing basis.
- Monitoring and facilitating the customer's adoption of our solution features and functionality, providing our client with an understanding of the customers overall business needs as they relate to our products. Furthermore, present program and platform success metrics to the client on a fortnightly or monthly basis to review and brainstorm ongoing progress against set objectives and potential initiatives for new value addition.

- Demonstrating strategic value to the customer by understanding the customer's ambition for recognition and effectively guiding and directing each customer to embrace best practice to deliver their ambition.

Relationship Management

- Understand the organizational structure of the customer company, identifying the areas that present a deep strategic partnership opportunity. Ensure that they maintain strategic partnerships across these areas of the customer company to maximize our "deep roots" within each customer account.
- Ensuring all your customers are positioned as references for our client's prospective customer base.

Opportunity Development

- Working closely with the Sales team to identify new opportunities within your customer base.
- Drive incremental revenue within existing customer accounts through upselling new modules, or by co-initiating new programs/ new scope in partnership with the client.

You might be a great fit, if?

- BS/BA Degree
- **3+ years** in a program/client success role for a **B2B SAAS** company and **7+ years** in overall work experience in a Professional Services, Technology or SAAS company.
- Experience with **change management** and development of processes that drive efficiency, effectiveness, and clarity for all parties.
- You can **think creatively** and enjoy testing new approaches and tactics.

You get Bonus Points for

- Demonstrating success during a **stint with one of our peer companies**; those focussed on **HR Technology** solutions.
- Basic ability to communicate in **French** or **Spanish** or Both.

A career with Our client will get you.

- An attractive, **above market median Base Salary**
- **Industry leading benefits** package
- **Empowerment** to innovate, take ownership, and drive positive change.
- **Continuous Learning & Development** opportunities
- Progressive **vacation** policy

If you are interested in this position, please contact Catherine at catherine@cbibusiness.ca.