

Client Success Specialist

(CANADA REMOTE OR HYBRID IN CALGARY), FULLTIME

Our client is a simple and AI-Powered **Employee Recognition & Wellness Platform** that helps drive Employee Engagement. They have been in business for more than 14 years now and are proud to work with some of the largest and well-known brands from across North America, Europe & Asia. The company is among the top Employee Engagement products across the world with more than 1.75Mn users across 400 corporate clients.

They are proud to be a **Great Places to Work Certified** company that is led by a strong value-driven culture and thrives on a set of robust DE&I practices. They are a profitable company that has grown more than 3X in revenues in recent years.

The Client Success Specialist co-owns client objectives and works across functions to deliver each objective with a high degree of success. The successful candidate will lead all initiatives from new program configuration to curating initiatives for driving overall program success, while being supported by specialist teams for configurations, solutioning and ongoing support for a set of aligned customer accounts.

Things you will do and drive:

Customer Management

- Professionally manage customer relationships to ensure consistently high satisfaction levels, as measured by monthly VoC (Voice of Customer) surveys.
- Continuously deliver outstanding service and problem resolution to ensure our organization is adhering to the high service levels expected by our customers. Liaise with different specialist teams such as the technology team or reward redemption team to deliver closure to client-initiated queries.
- Assist with challenging client requests or issue escalations as needed
- Ensuring every customer within your portfolio renews their contract with the company
- Plan and deliver quarterly QBR's with all key accounts with the goal of uncovering actionable insights and driving greater program effectiveness

Relationship Management & Problem Solving

- Understand the organizational structure of the customer company, identifying the areas that present a deep strategic partnership opportunity. Ensure that we 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 the company's prospective customer base

- Develop and maintain strategic long-term trusting relationships with clients to accomplish organic growth and long-term company objectives
- Develop a complete understanding of the client's needs and requirements
- Expand the relationships with existing clients by continuously proposing solutions that meet their objectives
- Resolve client issues and complaints and anticipate account changes and improvements.
- Manage communications between key clients and internal teams across geographies
- Establish and oversee budgets with the client and company.
- Prepare reports on account status and distribute them within or outside of the team
- Collaborate with the sales team to identify and grow opportunities within assigned groups of Clients

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
- **4+ years** in a client success role for a **B2B 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
- Proven ability to juggle **multiple Client Success projects** at a time, while maintaining sharp attention to detail.
- Problem-solving, Analytical skills with **logical thinking**, goal-oriented, organized team player, self-motivated and self-directed.
- Excellent **interpersonal relationship skills** along with networking and negotiation skills.

You get Bonus Points for:

- Demonstrating success during a **stint with one of our peer companies**; those focussed on **Rewards, Recognition & Engagement** solutions
- Experience with using **Customer Management tools** like JIRA, Monday.com and Hubspot
- If you reside in **Calgary**

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