CONFIDENTIAL RECRUITMENT OPPORTUNITY

Account Manager / Customer Success Manager

Canada | One position | Calgary preferred; Toronto considered

About our Client

Our Client provides employee engagement technology that helps organizations recognize, reward, and retain their people. Its solutions support organizations in building stronger workplace cultures and meaningful employee recognition programs.

The role

The primary focus is revenue growth within a portfolio of assigned midmarket and enterprise accounts across Canada and the United States. Strong client relationships, product adoption, renewals, and expansion will enable that growth. You will partner with an international operations and implementation team that supports day-to-day delivery, allowing you to focus on client outcomes and account development.

Reports to: Head of Client Solutions & Customer Success, based in Toronto.

What you will do

- Own assigned accounts from onboarding handoff through adoption, renewal, and expansion.
- Identify and close upselling and cross-selling opportunities, including new modules, service awards, campaigns, and additional employee populations.
- Lead renewals and negotiate pricing in partnership with Sales and Finance.
- Build trusted relationships with human resources, total rewards, and internal communications leaders, including Chief Human Resources Officers.
- Align stakeholders across human resources, information technology, Finance, and Communications on shared goals, clear expectations, and escalation resolution.
- Show clients how recognition features, manager prompts, social feeds, and integrations can increase adoption. Use data to build the case for their use.
- Investigate complex workflows, approval chains, budget rules, eligibility settings, human resources data feeds, and single sign-on. Partner with Support and Engineering to resolve configuration gaps and root causes.
- Lead quarterly business reviews that connect platform results to client engagement and retention goals.
- Monitor adoption, recognition coverage, reward redemption, and client satisfaction to identify account risks early.
- Recommend program improvements and recognition campaigns that strengthen employee engagement.
- Support new business through client references, responses to requests for proposals, and prospect meetings when needed.
- Bring customer feedback to Product and leadership, and visit larger client accounts as required.

What you bring

- Four to seven years in Customer Success, Account Management, or client-facing consulting within a business-to-business software-as-a-service company.
- A record of owning renewals and growing revenue in an enterprise account portfolio.
- Strong technical understanding of software platforms, integrations, and data flows, with the ability to investigate complex workflows before escalating issues.
- Proven stakeholder management skills, including aligning senior decision-makers with competing priorities and handling escalations calmly.
- The ability to build lasting relationships across multiple client contacts, including through leadership changes.
- A collaborative approach with Sales, Product, Engineering, Support, Finance, and your immediate team.
- A persuasive, consultative style that uses data, benchmarks, and client goals to demonstrate the value of program features.
- Confidence presenting to senior human resources and business leaders, and translating platform metrics into clear recommendations.
- Strong organization across multiple accounts and excellent written and spoken English.
- Eligibility to work in Canada.

Preferred experience

Experience with employee recognition, rewards, engagement, benefits, or related human resources software is particularly valued. Relevant industry experience will take priority over location; Calgary is preferred when candidates offer comparable industry experience.

- Familiarity with human resources information systems such as Workday, SAP SuccessFactors, or ADP.
- Experience working with international or distributed teams.
- Basic proficiency in French or Spanish.

How success is measured

Revenue growth and expansion within assigned accounts; gross and net revenue retention; renewal rates and pricing uplift; client Net Promoter Scores; and platform adoption.

Location, schedule, and travel

Calgary: Hybrid, with two days per week in the office and flexibility to choose those days.

Toronto: Remote.

Working hours: 7:30 a.m. to 4:00 p.m. Mountain Standard Time.

Travel: Approximately two to four short trips per year to meet larger client accounts.

Compensation and hiring timeline

Base salary plus eligibility for a team short term incentive linked to account growth, with potential earnings of up to 50% of base salary in addition to base pay. Incentive earnings are performance dependent and are not guaranteed. A signing bonus may be considered for candidates with particularly relevant industry experience.

The preferred start date is before January 15, 2027, and no later than January 31, 2027.

Recruitment process

CBI Business Solutions will screen candidates, including those referred by our Client. Shortlisted candidates will then meet with our Client's Human Resources team before progressing to the Hiring Manager interview.