

RNC**Employment Service**

905-727-3777

222 Wellington Street East, Main Floor

**Job Title****Customer Success Manager (IT)****Job # 1903010****NOC / NAICS**

2171 / 511211

Date

March 12, 2019

Location**AURORA:** Industrial Pkwy South**Wages**

Competitive based on experience

Experience (Yrs.)
 0-1
 1-3
 3-5
 5+
Hours/Week

40+ hours/week

Employment Type
 Perm
 Temp
 Seasonal
 FT
 PT
Schedule Availability

Monday to Friday

Benefits Available After Probation Period
 No
 Yes:
Workplace / Physical Requirements

n/a

Company

This established software company has been delivering innovative core banking software to international financial institutions for over 35 years. This role is responsible for ensuring that the needs of key enterprise customers are met by ensuring the company meets or exceeds all committed customer obligations and the customer maximizes the value they derive from delivered products and services. You will be the trusted advisor to, and advocate on behalf of key customers where you will develop a deep understanding of our customers' business and ongoing needs and provide strategic & technical guidance to their Information Technology and Operational leadership teams - rather than just providing customer service.

Position Summary / Candidate Profile

The ideal candidate is an exemplary customer relationship professional who is technically savvy, detail oriented and an incredible communicator. You will work closely with Business Development, Project Delivery and our key customers to ensure our customers receive an outstanding ongoing experience in working with the team and that the services they receive are achieving the results the customer needs. Ultimately, you are the customer's advocate across the Smart Solution organization.

Job Duties

- Manage all post-sales activity for key enterprise customers through strong relationship-building, solution knowledge, and customer focused service management
- Understand and ensure that all contracted obligations for customers are being met
- Create monthly reports for key customers showing metrics for all services delivered and contracted obligations
- Recommend business solutions that satisfy customer needs continually exploring and assessing options that add value for customers
- Work closely with the customer, business analysts and developers on identification, tracking and prioritization of enhancement requests, additional services and new functionality requested by customers
- Function as the voice of the customer and provide internal feedback on how Smart Solution can continually improve our processes, services and value for customers

- Ensure that a plan is in place with each customer for service management, change management and ongoing success
- Maximize customer satisfaction by conducting regular check-in calls for tactical items, and perform health checks and strategic reviews for key customers
- Develop and present recommendations to customers to effectively improve the customer experience.
- Maintain a high level of communication with customer contacts and establish working relationships with key decision makers; assist with any special project requests or needs.
- Drive product knowledge, increase adoption and identify upsell/cross-sell opportunities with customers
- Conduct demos on the products and showcase new functionality for existing customers
- Recognize opportunities and work proactively with customers through scope development, Statement of Work, resource allocation and delivery of new capabilities
- Partner and collaborate with our internal teams on projects and customer-related matters
- Participate in the review of project deliverables for completeness, quality, and compliance with established standards

Requirements / Candidate Profile

- **Post-secondary degree in business, commerce or related IT discipline**
- **3 years Business Analysis experience within the Financial Services Industry or a minimum of 3 years of experience providing technical support for a financial application within the Financial Services sector**
- **Minimum 2 – 3 years in a Customer Success Management role or equivalent supporting Enterprise Customers in a Technology Firm**
- Proficient with Microsoft tools (Excel, Word, Power Point)
- Proven ability to build and maintain effective relationships with business partners, project stakeholders, and team members
- Strong written and spoken communication and collaboration skills
- Must be able to work independently with minimal supervision and have a positive attitude
- Demonstrated interpersonal skills including influencing, negotiating and consulting
- Solid understanding and/or experience with Project Management methodology is an asset
- Effective at leading and facilitating customer meetings

Applicants should ideally have their own vehicle as client visits will be required

How to apply

Qualified candidates are encouraged to attend our JOB FAIR @ RNC on March 28th @ 1:30pm-3:00pm to meet with Smart Solution for an interview. You must pre-register with RNC to participate.

Disclaimer

RNC Employment Services reserves the right to submit applicant resumes in their sole judgement directly to employers only following registration. Registration in itself does not determine applicant job posting eligibility. Further RNC is not responsible for employer hiring decisions which may pre-empt registration.