

Customer Advocate



Phone :
Web :

Job Summary

Vacancy :
Deadline : Sep 12, 2024
Published : Aug 12, 2024
Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Cority is the global enterprise EHS software provider creating industry-leading technology to empower those who transform the way the world works.

For over 35 years, Cority has been powered by the spirit of innovation, deep domain expertise, and a commitment to integrity that enables higher levels of operational and sustainable performance with the most comprehensive, human-centered, and secure SaaS platform to help workers and businesses thrive in 100 countries around the world.

The company enjoys the industry's highest levels of client satisfaction and has received many awards for its strong employee culture and outstanding business performance. To learn more, visit www.cority.com.

WHAT'S IN IT FOR YOU?

At Cority, we keep abreast of the changing labour market to ensure that our employees are paid based fairly and equitably based on their skills, years of experience, education and functional experience. Employee health and well-being are at the core of what we do. Competitive health benefits, dental plans, fitness allowance, health care spending account, retirement savings plan, work from home, as well as subsidized internet provide employees and their families support and flexibility.

We pride ourselves on our values-driven, performance oriented, dynamic and growth focused culture. The leadership team strives to create a meaningful work experience for employees through challenging work projects and employee recognition. Our HR team ensures our employees have opportunities to get social through corporate volunteering and social happy hours both in office and virtually.

Job enrichment, employee development and career planning are our priority. Cority ensures that employees have their skills and certifications up-to-date with our annual training allowance. Internal Recruitment, Departmental Conferences, Group Training Programs, and High Talent Programs are some of the ways that we hone skills and grow talent within the company.

PRIMARY RESPONSIBILITIES:

At Cority, we are passionate about customer success. It's not just a job for us, it's our mission. Cority is revolutionizing our industry by putting customer success at the heart of our business.

We are currently looking for a dynamic and motivated individual to join the Cority team. Reporting to the Manager, Customer Support, the Customer Advocate is responsible for managing the customer success journey and fostering ongoing adoption. This role creates value for the client through the ability to build productive relationships, identify business needs and solve customer problems.

Major duties and responsibilities include:

- Troubleshoot, analyze and resolve high complexity issues
- Assist customers with domain specific questions and advice
- Advocate for our clients within the organization, escalate issues as required and manage communication with clients.
- Work collaboratively with Management to ensure customer satisfaction (high level customer experience).
- Collaborate with other colleagues in Engineering, Product, and IT as needed to assist customers.
- Participate in Cority User Community discussion forums
- Assist with On-Boarding and Training for Tier 1 team.
- Identify processes and procedures that can be improved
- Write client facing documentation/guides

QUALIFICATIONS AND CHARACTERISTICS OF AN IDEAL CANDIDATE:

- 3-5 years of Customer Success Management / Account Management experience at B2B SaaS company. EHSQ experience an asset.
- Strong client-facing skills including communication skills, expectation management, information management and presentation skills.
- Strong problem-solving skills and ability to be resourceful when assisting customers.
- High attention to detail and organization skills. Must be willing to juggle many things at once and prioritize effectively.
- Take ownership over your work and customers and know that you are accountable for their success.
- Creative problem solver who can think strategically on the fly.
- Must be able to build rapport with customers, drive them towards desired actions, and challenge them when appropriate.
- Proven ability to quickly learn new solutions and technology.
- Proven track record of working in a fast paced, agile work environment will be given preference.
- Post-Secondary Education in a related field (Business, Software Development, Health and Safety, Information Technology, etc.).
- Travel to client sites and other meetings as required.
- Experience using support ticketing systems (Salesforce.com and Jira experience an asset)

Cority is committed to a diverse and inclusive work environment. Cority is an equal opportunity employer and does not discriminate based on race, nationality, gender, gender identity, sexual orientation, protected veteran status, age, disability or any other legally protected status. For applicants who would like to request for accommodation please send an email to hr@cority.com.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
