

# Customer Success Manager



Phone :

Web :

**Job Summary**

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Vacancy :  
Deadline : Sep 18, 2024  
Published : Aug 18, 2024  
Employment Status : Hybrid  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

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*Resolver operates as a hybrid workforce with the option to work at home, in the office, or a mix of both. This role is hybrid requiring in office presence as needed.*

As a Customer Success Manager, you play a critical role in the growth of Resolver. You'll focus primarily on expanding our existing customers' engagements through cross-selling, expansion and upselling. You'll combine consultative selling with a solutions-based approach, solving problems, and building relationships while keeping our customers' business objectives in mind.

Did we mention you'll also be part of an amazing team? We have a collaborative team of Account Executives, Sales Engineers, Customer Success, and Product who are committed to helping organizations protect what matters.

**About Resolver:** Resolver is a high-growth SaaS company whose intuitive, no-code platform gives our customers a clear picture of their risks so they can make quick and effective decisions. As a part of the Resolver team, your work will help transform risk management to risk intelligence so organizations can protect people and assets and deliver on their purpose.

We are ambitious in both our mission and our culture. As a business within [Kroll](#), we offer an innovative, non-hierarchical work environment blended with the stability and financial security of an enterprise. Resolver has also been named one of Canada's Great Places to Work six years in a row!

**So, what does that really mean for you? Let the hiring manager tell you:**

Hi, I'm Riz Shirazi, Director of Customer Success at Resolver.

Our Customer Success team is a dedicated, passionate group of individuals centered around driving value for Resolver's great portfolio of customers. We partner with many of the world's leading organizations and enable them to achieve their goals for risk management, while collaborating with and guiding them as they grow and mature in their varied approaches to developing risk intelligence.

As Resolver continues its impressive growth, we are looking to add an experienced Account Manager to our growing team. This individual will join a collaborative, high-performing group, and partner with some of the world's most interesting companies, owning the customer relationship and ensuring their success.

We are looking for a tech-savvy people person who is looking to join an exciting, fast-paced organization with ambitious goals. At Resolver, our mantra is to Aim Big, Be Great, and Be Loved by Our Customers, and are excited to discuss with you how, as an Account Manager, you will have the opportunity to contribute to and live those principles. If you're excited by the opportunity to work with cutting edge technology, in an interesting and fast-growing space, while partnering with super smart, fun team members, we would love to hear from you!

### **Your day to day:**

#### **Consultative and Conceptual Selling (60%)**

**Measures of Success:** *Win Rate, Recurring Revenue, User Licenses, Gross Revenue, Lead to Opportunity Conversions, Demos and Discovery calls.*

- Sales generation: you'll up-sell and cross-sell to new and existing customer accounts while meeting customer retention targets.
- Building: you'll work with Resolverites to reach customer and company goals throughout the sales cycle.
- You'll encourage real and transparent conversations with customers about their needs and challenges. You're trying to find a customer-centric solution for key business needs.

#### **Strategic Sales Planning (20%)**

**Measures of Success:** *Building business cases, knowledge of market/industry, connecting with internal stakeholders, and working with existing customer references.*

- Develop account plans for growth by combining commercial acumen with local relationships.
- You're great at forming relationships – you will be the point of contact for assigned customers and will ensure they receive requested products and services quickly.
- You'll collaborate with your colleagues to ensure consistent service and on-board new customers.

#### **Forecasting & Documentation (20%)**

**Measures of Success:** *Forecasting accuracy, accurate and up-to-date CRM data, mapping of decision makers and stakeholders, defining a quantitative 'new reality', and call to action.*

- Forecast and track customer account metrics.
- Maintain records of customer transactions – you're organized!
- Monitor and analyze customer's usage of our product.

#### **People who Excel:**

- 2-5 years related sales experience within a SaaS company
- Exposure or knowledge within Corporate Security is a plus!
- Experience in a high initiative, high autonomy environment is critical for success; you are a resourceful problem-solver!
- Passionate about solving business problems with technology
- You know the value of customer loyalty and can effectively anticipate needs, establish clear goals, and facilitate rapport
- Experience with marketing automation tools an asset

#### **What we'll give you in return**

Resolver is one of Canada's Great Workplaces. Culture isn't just something we write about (although we do), we live our values and challenge each other to be our best selves. We invest in Resolverites who will grow with us. We have a comprehensive rewards package to show our team our appreciation for everything they do:

- **Health and Wellness Benefits:** 100% paid by us for health, dental and vision from day one.
- **Professional development:** We have an external learning budget to help you grow and develop. We host a learning workshop about every 6 weeks on topics like Time Management, Self-Awareness and Giving Feedback; we also have e-learning to meet the needs of our remote team. We offer career development opportunities to help you build your skillsets for internal growth opportunities and beyond. We also have a Coaching Program for all our managers. We know how important it is to have a good boss, so we invest in their development.
- **Vacation:** it's open, which means we don't worry about an accrual clock. On average, we see most folks enjoying between 3-4 weeks off a year
- **Parental leave:** Best-in-class top-up for new parents - 100% for 15 weeks new parents and 5 additional weeks of pregnancy leave for birth mothers.
- **RRSP:** Matching up to 2.5%
- **Flexibility & trust** – While we are remote for now, we enable our team to create a work environment that will set them up for success. We hire adults and we trust you to manage your outcomes. Day-to-day, everyone is given the option to decide whether they want to work remote or in-office depending on the needs of their role.
- **In the Office** – You will have access to snacks and beverages and in-office fun like ping pong, group lunches, karaoke & games. We provide lots of opportunity for team socials too, including the folks who are remote!

#### **Interested?!**

If you want to work in a highly collaborative environment and are committed to making a difference, we'd like to meet you. Click below to get the process rolling.

We truly appreciate all interest and will happily reply to qualified candidates.

Resolver is committed to providing accommodations for all persons with disabilities. If at any point in the recruitment process you require accommodation, please notify the applicable recruiter or contact us directly at [careers@resolver.com](mailto:careers@resolver.com)

#LI-Hybrid

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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