

Customer Success Manager



Phone :
Web :

Job Summary

Vacancy :
Deadline : Jul 28, 2024
Published : Jun 28, 2024
Employment Status : Hybrid
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

About Poka

Poka is an innovative app designed for manufacturing companies that empower frontline workers to learn continuously, solve problems and collaborate in support of continuous improvement. Imagine a combination of Facebook and YouTube designed for factory workers. Say goodbye to paper, make way for tablets! ☑

Poka has become a catalyst for digital transformation and manufacturing leaders such as Nestlé, Bosch, Kraft and Danone trust us with their transition to Industry 4.0. ☑

We're leading the 5th Industrial Revolution - transforming how work is done in factories around the world, and we want you to join us! ☑

Poka, a fast-growing IFS portfolio company, is looking for an experienced Customer Success Manager to join our expanding Customer Success team. We provide a fun, energetic environment with plenty of opportunities to learn and grow. If you want to be part of a high-growth company where you can make a major impact, this is the perfect place.

Under the leadership of the Director of Customer Success, the Customer Success Manager will act as a strategic advisor for our manufacturing clients. If you have extensive experience in the manufacturing sector and practical experience in roles such as Operations Director, Continuous Improvement Manager, Maintenance Manager, Production Manager, Team Lead, Training Manager/Specialist, HSE Manager/Specialist, Quality Assurance, Project Manager, or in a digital transformation role, and you are passionate about customer success, this opportunity is for you!

Day-to-day Overview:

- Managing the success of a portfolio of assigned complex strategic accounts by driving the client to steep and fast ROI, adoption, and expansion throughout the entire customer journey.
- Consulting clients on their continuous improvement (CI) and total productive maintenance (TPM) journey to build their transformation plan.
- Managing and delivering on various internal CI initiatives to enhance the CS team's efficiency and productivity.
- Owning the relationship and being the trusted partner for our manufacturing customers on use-case and product functionality by providing executive oversight and facilitating outstanding client communication.
- Leading the building and deployment of Poka's Playbooks based on CI, TPM, and Poka DEMO.
- Managing both internal and external stakeholders to provide the best experience for the customer.
- Securing renewals of all contracts under management and collaborating to drive account growth.
- Efficiently managing time to focus on essential activities to ensure customer satisfaction, account renewal, and account growth.
- Challenging customers with their existing Poka usage and promoting new ways of leveraging Poka.
- Documenting the progress of the customers' use of Poka.
- Speaking the same language as the customer; your manufacturing background enables you to position use cases and workflows to different personas.

What you bring to the table:

- 2-10 years of experience leading various CI and TPM initiatives in a leadership role in manufacturing environments.
- Deep understanding of lean manufacturing principles.
- Excellent written and verbal communication skills in both French and English – there is a lot of communication and collaboration with internal and external stakeholders.
- Ability to develop and maintain strong relationships with clients.
- Ability to discuss financial terms with clients.
- Willingness and ability to cross-sell, upsell, expand, and navigate contract renewals.
- Ability to travel up to 20% of the time.

#LI-TK1

What we offer:

- Dynamic and collaborative work environment.
- Generous vacation policy upon arrival.
- Hybrid work policy - Work from the office 2 days a week if you live within a 40km radius to our Quebec City office or a 15 km radius to our Montreal office.
- Truly flexible schedule and the possibility of taking every Friday afternoon off.
- Group insurance from day one (dental, medication, invalidity, travel, etc.).
- Telemedicine service with Dialogue.
- Retirement plan with Wealthsimple after a year.
- MacBook Pro and \$500 allowance for your home office.
- Tasty snacks (Fresh fruits, snacks, coffees, teas, etc.)
- Generous referral bonus.
- Whatever you need to keep learning and evolve professionally.
- Rapid evolution in your role. Your responsibilities will not be limited!

**Certain benefits are exclusively accessible to employees in Canada.*

Want to learn more about our culture? Click [HERE](#).

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
