

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 iLobby Visitor Management:

iLobby is the global leader of SaaS-based enterprise visitor management system, with an easy, reliable and innovative platform that has become an integral part of day-to-day operations for major governments, banks, airports, manufacturers, and Fortune 500 companies worldwide. With iLobby, we help clients succeed in tracking, managing, and monitoring who is in their building – while increasing security and efficiency.

At iLobby, we are focused on creating an innovative and collaborative working culture where we value the contribution of each individual. Employee engagement is a key focus area for us and we encourage participation and the sharing of information and ideas.

In being a great place to work, we are proud to offer a range of experiences and opportunities that will help our employees to achieve their career and personal goals and enable them to live a healthy and balanced life.

About The Role:

At iLobby we are looking for flexible go-getters who welcome the challenge of meeting the needs of a growing business. We are building the Customer Success program to help drive iLobby's growth forward. We are looking for a rockstar **Customer Success Manager** who will manage, retain, and grow a book of customers. If you're a builder, love working with customers and acting as the CEO of your book of business, this is the role for you!

Our ideal candidate is passionate about using analytical skills to identify problems, find solutions, and create scalable processes. This is an outstanding opportunity where you will be playing a major role in the ongoing support and growth of our client base at iLobby. After consistently proving yourself as a top contributor to the customer success organization, you will have the opportunity to grow within iLobby.

This role is a hybrid position where you'll be required to come into our office twice a week.

Key Responsibilities:

- Account Management – You'll utilize a customer-centric approach to proactively manage and nurture a portfolio of accounts
- Analyze Data – You'll regularly interpret complex data (i.e. product data, business data) to identify where to put your proactive focus within your account base
- Drive Growth – You'll be working across the customer journey to set our customers on the path to success in collaboration with the sales team
- Mitigate Risk - Proactively identifying accounts at risk of churn and putting plans in place to mitigate the risk
- Drive Product Usage - Partner with the product team to help customers adopt new features and use cases
- Continuously Learn – You'll be regularly learning about the product enhancements, CS best practices and better ways we can enhance our customer experience / journey

Requirements:

- 2-5 years of experience in customer success
- Experience in managing a customer lifecycle journey and understanding of how to work with usage data
- Strong verbal and written communication, strategic planning, and project management skills
- Exceptionally organized
- Analytical and process-oriented mindset
- Your work ethic is unmatched – anything you don't know you'll learn quickly through your growth mindset
- You are a highly motivated, self-starter with a high degree of initiative, a can-do attitude, results and goal-driven mindset and the ability to achieve set goals
- You pay attention to detail in all areas of work with strong problem identification and problem resolution skills

Nice to Have:

- Experience working with a customer success platform (i.e. Catalyst, Gainsight, Totango)

Why work at iLobby?

iLobby is the global leader in enterprise visitor management, helping complex enterprises digitize, optimize, and automate their key facility process – from streamlined visitor management to emergency evacuation, our Facility OS Platform is cutting edge and driving significant value with our customers.

We work hard and play hard and we do both with passion and respect for one another. Our company promotes a fast-paced, fun, friendly, and highly collaborative work environment that provides:

- ☑ Comprehensive health coverage (includes Dental and Vision coverage)
- ☑ A Hybrid work environment with our office based in North York, Toronto
- ☑ Opportunity for advancement and growth
- ☑ Catered Events, Snacks, Drinks – You won't go Hungry!
- ☑ Birthday and Life Celebrations
- ☑ Two annual parties in a year

iLobby Commitment

We believe that a diverse team is the key to innovation and growth. We are an equal opportunity employer that value diversity at our company and encourage all candidates to apply. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

iLobby will accommodate individuals with disabilities through each stage of the recruitment and selection process. Please advise us of any needs when your interview is booked, and we will do our best to meet your needs.

Please note that all candidates must be legally eligible to work in Canada.

Background and Reference Checks

Any offer of employment may be conditional upon full background checks including a criminal record check, a credit check and employment and educational verifications. A reference check will also be conducted.

iLobby thanks all candidates for their interest, however only those selected to continue in the process will be contacted.

iLobby Website: www.ilobby.com

Follow us on LinkedIn: <https://www.linkedin.com/company/ilobby-visitor-management>

Office location: 5255 Yonge St, Suite 1500 North York, ON M2N 6P4

To apply: Please apply through LinkedIn job posting.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
