

Phone :  
Web :

## **Job Summary**

---

Vacancy :

Deadline : Aug 16, 2024

Published : Jul 16, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

---

We are looking for a Customer Success Manager (CSM) who loves working in a fast paced, rapid growth SaaS environment. In this role, you will be responsible for developing and implementing programs to establish and nurture long-lasting relationships with Martello's existing customers. The CSM will ensure product adoption that will drive customer success, engagement, and retention.

This role is based in Ottawa, Ontario and you must be able to work in hybrid environment.

Your responsibilities will include:

- Manage a portfolio of clients and ensure a high level of satisfaction and product adoption is achieved.
- Facilitate the transition out of implementation to Go-Live and support the client's drive towards self-sufficiency.
- Conduct regular meetings with the client and make recommendations to provide continued success with Martello's suite of products.
- Maintain continual interaction with clients to ensure they are maximizing our services ensuring a comprehensive understanding of features and capability usage and any opportunities to improve their ROI on our services through upsell opportunities.
- Driving existing customers through contract renewal cycles and working with Renewals Manager to execute renewals.
- Build customer references and create opportunities to allow customers to showcase our solutions to other potential customers.
- Maintain expert level knowledge of each of Martello's offerings.
- Manage your account base against industry standard metrics and KPIs that support CSAT & NPS scores.

Desired Skills and Experience:

- Bachelor's degree in a related field preferred or equivalent experience.
- 5+ years' experience in customer facing role, ideally within Tech or SaaS.
- MUST have strong working knowledge of Salesforce.com and Microsoft Office 365.
- Strategic thinker, with strong organizational skills. Must have a strong commitment to customer success with excellent customer follow-up skills to ensure client expectations and deadlines are met.
- Ability to work independently and collaboratively in a fast-paced, dynamic environment to meet evolving business needs.
- Willing to to travel up to 15% of the time.
- Highly detail-oriented and able to manage multiple projects simultaneously.

What We Offer

- A challenging position in a rapidly evolving industry.
- A competitive salary with excellent growth and development opportunities.
- Hybrid work environment (in office a minimum of 3 days per week).
- Employer provided health insurance that starts the first day of employment.
- Martello stock option grants.
- Generous paid vacation + 10 paid personal days + 2 paid days for volunteering.
- Professional development with free access to thousands of training courses offered through "Martello Udemy for Business".

About Martello Technologies

Martello Technologies is headquartered in Ottawa, Canada with staff in Canada, Europe, and the United States. We provide Microsoft digital experience monitoring (DEM) solutions that monitor the performance of cloud collaboration and productivity tools to give enterprises insight into the user experience. Our products include unified communications (UC) performance analytics software, Microsoft 365 user experience monitoring software, and IT analytics software.

Martello offers a positive, diverse, and supportive culture. We welcome individuals who are curious, inventive, and want to work with people who are smart, humble, hardworking, and, above all, collaborative. Martello Technologies is committed to supporting a culture of inclusion, diversity, and accessibility to employment for all. We are proud to operate as an equal opportunity employer.

Did we spark your interest? Get in touch, we're keen to tell you more!

**Education & Experience**

---

**Must Have**

---

**Educational Requirements**

---

**Compensation & Other Benefits**

---