

Customer Success Manager



Phone :

Web :

Job Summary

Vacancy :

Deadline : Aug 20, 2024

Published : Jul 20, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Who is Book4Time?

Founded in 2004, Book4Time is a global leader in wellness and recreation management solutions for the hospitality market. Our SaaS platform manages the end-to-end guest experience and back office operations for hotels, resorts, casinos and private clubs in over 100 countries. In everything we do we are guided by five clear values: Commitment, Integrity, Teamwork, Accountability and Innovation.

About The Role

We are looking for a resourceful Customer Success Manager that can build, manage and nurture long-term relationships with key customers.

Reporting to the Director, Customer Success, the Customer Success Manager will be accountable for assigned client accounts; you'll manage relationships with key contacts at all levels of the organization. As the ambassador for the client and Book4Time, you'll play a key role in helping drive their success through strong product adoption, while also identifying new growth opportunities for Book4Time.

How You'll Make An Impact

• Adoption & Churn

- Develop and maintain strong relationships with assigned accounts, business users and key influencers to ensure the highest level of customer satisfaction, product adoption and account reference-ability.
- Collaborate with the onboarding team to ensure a successful and seamless transition of new customers post-go live.
- Collaborate with the sales team to help identify and drive upsells opportunities for new products, licenses and partner integrations.
- Operate with a zero churn mindset by proactively soliciting and monitoring client satisfaction, product usage and adoption to mitigate potential churn risk at all times.

- Proactively follow-up any negative feedback and DSATs by ensuring all internal stakeholders are aware and appropriate remediations are put in place to avoid future occurrences.

- Partner with the finance team on overdue billing renewals and assist with any collection issues to avoid account deactivations.

- Partner with the sales team on contract renewals by providing insight on account health, satisfaction, usage and adoption.

• Relationship Strength & Depth, NPS

- Ensure any unique feature requests and/or custom delivery projects and commitments are appropriately identified, understood and carried through with the internal stakeholders needed to deliver on time and with the desired results.
- Support internal stakeholders with client communication, product updates, scheduling meetings, documenting business requirements, feature requests and satisfaction surveys.
- Update and keep current all relevant client contact information, meeting notes, emails and communications in Salesforce.
- Assist in any other tasks and projects as assigned.

What We're Looking For

- 2+ years of experience in managing client relationships preferably in B2B software / SaaS
- Experience working in a luxury hotel, spa or wellness business in an operations/client facing role (Must have)
- Spa Director with Book4time experience is preferred
- This role is support luxury hotel chains with standardized processes across accounts
- Excellent verbal and written communication skills – ability to articulate complex topics, issues and resolutions both orally and in writing
- Must have strong business acumen, problem solving, multi-tasking and analytical skills
- Flexibility in working outside normal business hours as required to meet with clients.
- Excellent presentation skills, both online and in person
- Proficiency across multiple platforms, such as Salesforce, Zendesk, Pendo, Google Suite, would be considered an asset.

Life at Book4Time

Book4Time is the leading cloud-based spa, wellness and leisure activity management software for the world's top hotels and resorts, used by more Forbes 5-Star resorts than any other vendor. We are the trailblazers in our space and we continually strive to learn and grow, while still taking the time to celebrate and recognize our teams from birthdays to anniversaries and team wins! Some of the ways Book4Time supports our team at and outside of work include:

- 100% employer-paid premium benefits
- Fitness membership program
- Annual wellness stipend
- Company match group RRSP program
- 18 days of paid time off plus corporate holidays
- Remote-First work environment (1 day in office per week. Office location: Markham, ON)
- Professional Development Budget

Additional Information

Book4Time is committed to accessible employment practices that are compliant under the Accessibility for Ontarians with Disabilities Act ("AODA") and supports equal opportunity. Accommodations are available on request for candidates taking part in all aspects of the selection process. For internal and external applicants who require accommodation in the recruitment and selection process, please contact 905-752-2588 or hr@book4time.com for assistance/support.

As a condition of employment, all successful candidates will be required to complete a credit + background check.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
