

Customer Success Manager

Phone :
Web :



Job Summary

Vacancy :
Deadline : Aug 25, 2024
Published : Jul 25, 2024
Employment Status : Hybrid
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Solink is a different kind of data-analytics software company. We've successfully made video security a source of powerful insight for business owners of franchise and retail chains. We focus on security applications that combat fraud proactively and make it easier for owners to track down problems. Today we focus on loss prevention and in the future, we see every department using video to make data-driven decisions: marketing, operations, even HR. A job at Solink means working with an amazing team and tackling one of the biggest data problems out there. We are venture-backed and focus on continuous execution to delight our customers. We have a creative and collaborative work environment, and all of our employees have meaningful equity in the company.

A bit about the role...

We are actively looking for a Customer Success Manager to help us establish productive and trusted relationships with some of North America's most recognizable brands in the restaurant, retail, and service industries. You will help manage the customer relationship and be the advocate for our customers to help them realize business value from their investment and partnership with Solink through their effective use of the Solink product. As a customer-centric company, the relationships and trust we build between the client and Solink is a critical indicator of success.

WHO YOU ARE:

- You have previous work experience in **account managing** and **developing** customer relationships in the **SaaS industry**.
- You have **EXCELLENT** communication skills in English (written, read, spoken).
- You are **revenue-motivated** using a **consultative approach**.
- You have the **ability to learn** new platforms and software quickly.
- You are highly **relationship-driven**, always **advocating** for your customer's best interest.
- You are **proactive** and **empathetic** to customer needs.
- You have an **understanding of SaaS technology** and a willingness to become an expert on our product to help drive customer adoption.
- You are **customer-focused** and demonstrate a desire to **proactively help** and **serve customers' needs**.
- You are **collaborative** and **team-focused**: work with others to deliver results, meaningfully contributing to the team and prioritizing team needs.
- You take advantage of **coaching** opportunities from leaders and other team members.
- You take **initiative** and see your ideas/projects from **inception through to completion**.
- You are **technically savvy**: networking, simple scripting, the ability to read code, and general SaaS cloud architecture are all assets for this role.

Nice to have...

- You have any experience/knowledge with **security camera systems**.
- You have experience in the **hospitality industry** (think fast food kitchens, restaurants, etc), preferably in a **managerial setting**.
- You are bilingual in **French** and/or **Spanish**.

SECURITY REQUIREMENTS:

- Candidates must undergo a criminal records check upon hire;
- Be a Canadian Citizen (dual citizens included), or eligible to work in Canada;
- Be willing to comply with Solink's own security policies and standards.

WHAT WILL YOU DO?

- Work directly with the Small to Medium Business (SMB) Sales Team to **successfully onboard new customers**.
- **OWNING** your own *book of business*, you will be the **trusted advisor** to multiple people in an account and internally.
- Conduct Quarterly Business Reviews (QBRs) to align on business priorities, product roadmap, customer satisfaction, product adoption and best practices
- Help drive **retention** and **expansion** opportunities within your book of business.
- **Manage escalations** from clients **quickly** and **effectively**.
- Monitor **product adoption** and **engagement**.
- Provide an **EXCEPTIONAL** level of service that turns customers into advocates.
- **Continue to build** an in-depth knowledge database about the various industries we serve, within the Solink platform.
- Create, collect, update, and share best practices, via playbooks, for the various types of industries we have customers in.
- Assist in building relationships with a network of Solinkians within the account.
- Teach clients to be self-sufficient in the product and influence the adoption of the product.
- Assist in pre-sales activity of a technical nature to ensure that the customer and Solink are set up for success.

WHAT IS SOLINK?

Solink is transforming conventional data into 'smart' data. Solink connects and synchronizes brick-and-mortar business systems like video + Point of Sale data, to create insight into loss prevention, security, and operations issues. We find new and powerful ways for businesses to get real value from the data and footage created daily by their standard systems.

We're one of Ottawa's fastest-growing companies. We're not just a tech and security company - we are rapidly evolving the way that we use and think about video security, data analytics and technology. We're enhancing the status quo to positively impact clients and customers' businesses.

We're on a steep growth trajectory, which means lots to do, lots to learn, and lots to experience! What an exciting adventure ahead - and our Solinkians make the greatest travel companions...

Solink thrives because of our team; we know that in our business and in our daily work, people make all the difference. We're looking for people who are driven by curiosity, hungry to innovate, and striving to make an impact.

WHY WORK AT SOLINK?

Working with us means you'll be working for a company that values your input and allows you to bring your ideas to life. We offer a collaborative, creative, supportive work environment with a culture that is undeniably fun...

All that - PLUS we offer.....

- Flexibility in your chosen hours of work by helping you get "stuff" done (encourages that work-life balance);
- Opportunities for growth based on merit, skill, and initiative;
- Friendly, welcoming, and team-oriented atmosphere that fosters collaboration;
- Creative and innovative environment that mentors, supports, motivates and inspires you to make an impact;
- Interesting and exciting assignments ranging in size, type and complexity;
- An "open-door" policy where communication and brainstorming is encouraged;
- A really positive and fun environment working with an incredibly **ENERGETIC** team;
- Fully paid Health / dental benefits offered immediately (an additional \$500 spending account for items that aren't covered in our **AMAZING** benefits program);
- Monthly reimbursement toward a health and wellness;
- Extracurricular **SOLINKIAN** social events (annual "solink-o de mayo", so-learns, sports teams, so-lunches, team builders, and much more)
- **Please note: We currently operate within a hybrid approach.**

Solink welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. Should you need accommodations, please email peopleops@SolinkCorp.com.

We know that everyone has different experiences and that's what makes all of us so unique. Solink is an Equal Opportunity Employer. We're looking at building our team of great people and we know that comes in various forms. We are committed to a diverse and representative workforce, and an open and inclusive work environment and we encourage all candidates with interest to apply. We will provide accommodation on request through all parts of the selection process.

HOW TO APPLY?

Please submit your cover letter and resume addressed to **Qui-Gon Jinn** outlining why you would be the right fit for this position.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
