

Phone :

Web :

## **Job Summary**

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Vacancy :

Deadline : Jul 12, 2024

Published : Jun 12, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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Are you deeply committed to customer satisfaction and driven by achieving results? We're seeking a dedicated Customer Success Manager to play a pivotal role in supporting and expanding our customer base of instructors and students!

As a member of our Customer Success team, you'll collaborate closely with other Customer Success Managers and other teams to enhance customer retention and drive growth. Your responsibilities will involve gaining insights into customer needs through data analysis, devising onboarding and retention strategies, and contributing to product development initiatives.

### **About the gig:**

- You'll ensure the successful adoption of Aktiv Learning within universities, colleges, or departments while spearheading customer renewals and growth.
- You'll manage and maintain a diverse portfolio of customer accounts, proactively monitoring their activity and addressing their requirements.
- You'll cultivate strong relationships with decision-makers to leverage existing business opportunities and drive revenue growth.
- You'll act as the primary liaison between professors and Aktiv Learning, focusing on understanding customer needs and optimizing platform usage as well as customer maturity.
- You'll deliver exceptional client service, enhancing the overall customer experience through effective communication and support. We want professors to continue doing business with us not just because our product rocks their socks, but also because we are a delight to work with.
- You'll help us with maintaining the customer success database and notes with accuracy and efficiency. You'll be responsible for documenting customer calls and feedback into our CRM and tracking the health and usage of accounts.
- You'll collaborate with cross-functional teams, attend tech meetings to be aware of new product developments and contribute insights for continuous improvement.
- You'll partner with the marketing team to refine messaging based on Key Indicators of Success and enhance customer engagement.
- You will work with a high volume of accounts and be their advocate by reporting and tracking issues and facilitating timely resolutions with the Engineering team.
- You will gain a deep understanding of our customer outcomes through the collection and analysis of data and feedback, create onboarding and retention strategies, and help develop the product roadmap.

### **About you:**

- You have a passion for education and technology, with a keen interest in contributing to a fast-growing SaaS company.
- Have previous experience in customer support or related roles, with a preference for experience in technology or startup environments.
- You have exceptional written and verbal communication skills (must be highly proficient in English), with the ability to convey complex ideas clearly and concisely.
- You have strong organizational skills, capable of creating structure in ambiguous situations and implementing effective processes.
- You have a high level of empathy and the ability to understand and address the challenges faced by professors, students, and administrators.
- You have proficiency in time management, comfortable with prioritizing tasks and managing competing demands effectively.
- You have a natural inclination towards learning and teaching, coupled with a natural curiosity and a drive for continuous improvement.
- You have an action-oriented mindset, with a proactive approach to problem-solving and a track record of achieving success.

### **Why team members love working at Top Hat :**

- \*A noble mission that creates meaningful, fulfilling work
- \*A team that cares deeply for customers and for each other
- \*We're a company of invested owners - every Top Hatter receives stock options
- \*Professional learning and development for all role levels
- \*An awesome and welcoming Toronto HQ, and a growing sales hub in Austin, Texas
- \*Competitive health benefits that start on day one
- \*A management team focused on performance, growth, engagement and connection
- \*Our winning strategy and market potential
- \*Innovative PTO policy with lots of time and space for self-care
- \*Passionate customers that believe in us—and what we do

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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