

Customer Success Partner



Phone :

Web :

Job Summary

Vacancy :

Deadline : Oct 23, 2024

Published : Sep 23, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Since its inception in 2013, Aimsio has revolutionized the way heavy industrial companies enhance revenue from field operations, streamlining communication between remote sites and corporate headquarters. As a dynamic B2B SaaS firm with about 40 innovative team members, we are on the brink of transforming an industry ripe for digital innovation. We're set to elevate the industrial market to another level and invite you to level up with us!

About Aimsio

Aimsio is a leading provider of comprehensive software solutions for businesses. Our platform offers a wide range of tools designed to maximize operational efficiency and strategic success.

Position Overview

We are seeking a dedicated Customer Success Partner to join our team. This role is crucial in ensuring our clients extract maximum value from their Aimsio subscription. The successful candidate will serve as the primary point of contact for clients post-implementation, managing all aspects of the customer relationship to foster long-term, mutually beneficial partnerships.

Responsibilities: How you will make a contribution? Key Responsibilities

- Drive client adoption of Aimsio's platform, including new products and features
- Serve as the main point of contact during client implementation
- Advise on functional solutions to meet client needs
- Communicate timelines and set realistic expectations
- Advocate for clients internally to influence product roadmap
- Manage proactive renewal processes (ARR)
- Identify and nurture cross-sell and up-sell opportunities
- Conduct quarterly client check-ins
- Escalate and resolve client concerns
- Train new users on the Aimsio platform

Performance Metrics

- High renewal rates and client retention
- Customer satisfaction and engagement

Required Qualifications

- 3-5 Years experience in customer success roles, preferably in SaaS or related field
- Strong client relationship-building skills
- Excellent written and verbal communication skills in English
- Ability to identify upsell opportunities
- Comfort interacting with C-suite executives and administrative staff
- Detail-oriented, organized, and analytical mindset
- Resilience and ability to thrive in a fast-paced, start-up environment

Preferred Qualifications

- Knowledge of industries with field operations, such as Construction, Oilfield Services, Transportation, etc.
- Understanding of B2B SaaS products
- Presentation skills for medium to large groups
- Willingness to manage upsell opportunities
- Skill with data visualization suites (e.g. Power BI), and moderate proficiency with Excel an asset.

If you are passionate about customer success and have a track record of building strong client relationships, we encourage you to apply for this exciting opportunity at Aimsio.

Compensation: get rewarded

All Aimsio employees receive a competitive base salary and our full health and wellness benefits plan. Our employee benefits include full health and dental; a wellness account; paid sick, vacation, and flex; and RRSP/TFSA matching. And we have an amazing commission plan to yield a lucrative OTE for those who meet (and exceed!) their targets. And you will meet your targets, because we'll help ensure you do.

Location

Aimsio is Remote First which means we're flexible about where you live. However, we can currently only consider candidates who are legally able to work for us in Canada. Our "home cities" are Calgary, Toronto, and Vancouver, so if you live elsewhere, at very least you should expect occasional flights to our home cities in the future for team-building events (we can't wait!).

APPLICATION

To apply, please send in your resume **IN PDF FORMAT**, a brief cover letter, and social media links you are willing to share!

To be considered, you must be eligible to work in Canada without requiring sponsorship from Aimsio.

For insights into our hiring process, please [read our blog](#).

Give us a creep. We're on Instagram (aimsio_inc), Facebook (@aimsio) and Twitter (@aimsioinc). And please check out our Careers page, too: <https://aimsio.com/careers/>

[Apply for this job](#)

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
