

Digital Customer Success Manager



Phone :

Web :

Job Summary

Vacancy :

Deadline : Sep 23, 2024

Published : Aug 23, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Why should you consider joining Auvik?

- **You want to work at a company that is building impactful, relevant technology.** Auvik's network management software helps IT teams by automating time-consuming tasks, streamlining operations, and mitigating risk. It's more important than ever to be able to remotely monitor and manage network infrastructure, and with Auvik, IT professionals have that essential visibility and control.
- **You want to work with a leadership team who are transparent and trustworthy.** Our senior leaders have a vision for Auvik. They are experienced, knowledgeable, approachable, and consistently working hard to drive success, both for the company and the team of people who make it happen.
- **You want to work with a product customers love.** People rave about what we've built. Our customers are smart, aspirational, and highly technical. It pays to get the details right.
- **You want regular opportunities for learning and growth.** With ongoing feedback from leadership, you'll find that Auvik encourages you to be your very best. Our onboarding process is thorough and informative because we want to make sure you're prepared to have a great work experience. We also have programs designed to help you take the next steps you want for your career.
- **You want the flexibility to manage your work, your way.** We're a fully distributed team and we're prepared to continue to support working from home (or the space you choose!). We trust you to get the job done where you feel most comfortable and effective.

What's this role about?

At Auvik the #1 rule of the Auvik Way is to Wow our Customers! The Customer Success team is the forefront of how we do this. You'll be part of an all star team that is focused on working with their customers to help them realize the full value of their Auvik services. With the support of tools and automation, you'll manage a large volume of accounts of varying sizes. Leveraging your analytical and communication skills, you'll deliver a best-in-class customer success experience through both digital touchpoints and direct customer interactions. Your focus will be on ensuring Auvik consistently delivers value that aligns with our customers' business outcomes.

What will I be doing?

You'll be responsible for driving product adoption and retention in our long tail customer base. As the first Digital Customer Success Manager, you will be responsible for managing 1,500+ accounts using a variety of 1:many engagement strategies. Every day you will focus on:

- Monitoring customer usage data, health indicators, and growth opportunities using CRM tools (such as Totango, SFDC), BI tools, and other systems, translating these insights into actionable execution strategies.
- Actioning engagement strategies based on product adoption and usage
- Responding to customer escalations by connecting and assisting customers when they reach out to Auvik
- Educating customers on the value that Auvik can provide to their company
- Collaborating with the team to achieve retention targets by increasing usage and promoting the adoption of products.
- Capturing and understanding customer feedback, ensuring it reaches the appropriate teams within the organization.
- Assessing and documenting suggestions for new or improved product functionality based on customer feedback, and communicating these to the right team for potential implementation.

What are we looking for?

- 2+ years experience in working with B2B software in client-facing roles (Account management, customer success or business development), building and demonstrating business value
- Experience handling large volume of customers or experience with digital customer success strategies
- Strong conceptual aptitude and ability to learn quickly
- Self-starter with excellent organizational skills and motivated to achieve results
- Understands the importance of data-hygiene
- A people person, with a friendly and positive manner
- Good analytical and problem-solving skills
- Grace under pressure
- Commitment to continuous improvement, self-development, and lifelong learning
- Thrives in a remote environment

Are there bonus points?

Yes! We'll give your application extra credit if you have one or more of these:

- Experience with Managed Service Provider business structure / past experience working with B2B enterprises
- Knowledge of IT infrastructure operations or IT service provider business concepts
- Knowledge of Salesforce
- Knowledge of Zendesk
- Knowledge of Slack
- Knowledge of BI Tools

About Auvik

Auvik makes network management easier. Our software provides the visibility and automation IT professionals need to focus on the work that delivers the greatest value to their organization. Today, Auvik helps IT teams manage more than four million devices on over 50,000 networks worldwide.

Auvik is one of the fastest growing North American technology companies, and is winner of the Deloitte Technology Fast 50, Deloitte Fast 500, and was recognized as the #1 ranked Canadian company in the FT Americas' Fastest Growing Companies list.

We're focused on building a diverse and inclusive workforce. If you're excited about this role, but do not meet 100% of the qualifications listed above, we encourage you to apply. We are happy to make any accommodations you may need throughout the interview process as well. Don't have a working webcam? We will help you find a space you can conduct your interview from. Have kids or pets in the background? Don't worry about it. Just let us know what you need when we reach out to schedule and we will make it work!

Auvik is an Equal Opportunity Employer and considers applicants for employment without regard to race, colour, religion, sex, orientation, national origin, age, disability, genetics or any other basis forbidden under federal, provincial, or local law.

Compensation Details:

At Auvik, our compensation philosophy is to be market competitive, reward performance, reflect our commitment to equity and maintain transparency with our employees. We have defined job levels and compensation ranges for each of our markets we employ, based on research from various sources of market data, which are reviewed on a regular basis.

The hiring range for this position is listed below. Compensation offered for candidates in this role is based on a number of factors including job-related skills, knowledge, and experience. These factors may cause your compensation to vary within the range outlined below.

In addition to cash compensation, all full-time employees are granted stock options to share in Auvik's future successes. Auvik employees are eligible to participate in additional benefits and programs including our comprehensive health and dental benefits plan, Wellness spending account, GRSP matching program, flexible paid time off, paid parental leave program, and are eligible for remote working subsidies.

Salary Range:

\$58,500—\$76,000 CAD

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
