



Phone :
Web :

Job Summary

Vacancy :
Deadline : Jul 12, 2024
Published : Jun 12, 2024
Employment Status : Hybrid
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Starting base salary US\$75,000 - 80,000 / CAD\$ \$80,000 - 85,000

Plus Bonus, Equity & Benefits

Here at 360insights you will be a part of a fast-paced global technology company that is innovating and leading in the channel incentives and insights industry. You will be helping us to deliver great solutions for some of the world's most recognizable brands all within an inspiring and inclusive culture that has certified us as a Great Place to Work® in Canada, the USA and the UK.

What you will be doing:

The Enterprise Client Success Manager is responsible for overseeing the operational excellence of rebate and channel incentive programs for 360's most complex clients. The Enterprise Client Success Manager builds a strong relationship with clients helping them to adopt and realize meaningful business goals and strategies with 360insights platform and services by being their first point of contact at 360insights.

The Enterprise Client Success Manager:

- Helps drive the success of a portfolio of clients that represent approximately \$3M to \$5M in annual revenue.
- Leverages operational and program knowledge to partner with clients to establish clear success criteria and KPIs, measure and report on said KPIs
- Works towards learning how to prepare, implement and execute Strategic Success Plans to drive adoption, renewal, advocacy and expansion
- Prepares, leads and delivers EBRs (Executive Business Reviews)
- Collaborates with cross-functional teams (ops, support, product) in order to ensure program performance is consistent with or exceeds service levels as well as identify ways to optimize operational efficiency
- Effectively quarterbacks client communications and escalation management
- Contributes to the maintenance and enhancement of the solution and operational knowledge base
- Focuses on net revenue retention and client retention
- Responsible for timely and successful client renewals
- Notifies Account Directors of new expansion and growth opportunities
- Travelling to offices as needed

What you'll bring:

- A client-first mentality and deep understanding of commercial business and client service and previous experience managing enterprise clients
- Proven communication skills – written and verbal
- Proven ability to build client advocacy
- Proven analytical and problem-solving skill
- Proven organizational and follow-up skills (including prioritization)
- Strong presentation skills
- Ability to work independently, with minimal supervision, and provide leadership
- Demonstrated ability to mine valuable feedback and provide practical solution options based on that feedback
- Good working knowledge of Excel and Powerpoint
- Bilingual (French) is an asset
- Experience in the fields of Client Success, Client Service or Account Management in a technology-related industry (preferably SaaS)

*** Pay transparency**

Our salary ranges are determined by role, level, and location. The range displayed on our job posting reflects the minimum and typical maximum target for new hire salaries for the position, it does not reflect the maximum salary for the role over time. Within the range, individual pay is determined by job-related skills and experience demonstrated during the interview process.

Why 360?

At 360insights, we take pride in being a people-first organization, dedicated to fostering a vibrant values-based and inclusive culture. Our commitment to this ethos is reflected in our day-to-day operations and interactions with both team members and clients. Embracing a people-focused approach entails the following principles:

Diversity and Inclusion: We wholeheartedly welcome individuals from all walks of life to join our team. 360insights is committed to providing equal employment opportunities to people of every race, religion or belief and ethnic origin, regardless of age, disability, sexual orientation, or gender identity. You can find out more about our DEIB Vision on our website. We encourage applications from individuals with disabilities, and accommodations are available upon request for candidates participating in all stages of the selection process.

Experiences that create growth. Growth that creates experiences: At 360insights, every facet of our business presents opportunities for personal and professional development, allowing you to explore diverse disciplines and rewarding work experiences. Our commitment to growth is supported by robust Learning and Development (L&D) initiatives and mentorship programs, ensuring that you have the tools and support needed to thrive and grow as an Insider.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
