Program Manager, Customer Success

Phone :
Web :

Job Summary

Vacancy :
Deadline : Sep 27, 2024
Published : Aug 27, 2024
Employment Status : Remote
Experience : Any

Salary :
Gender : Any
Career Level : Any

Qualification

Job Description

D2L is a cloud company that is modernizing education and building the Future of Work. The old models of teaching and learning are in the midst of the largest transformation in history, and D2L is at the heart of that fundamental shift.
New models of teaching and learning enable a personalized, student-centric experience – and deliver improved retention, engagement, satisfaction, and results for learners of all ages – in schools, campuses, and companies.
D2L is disrupting the way the world learns, by providing the next generation learning environment and solutions to engage and inspire learners. And most importantly, by giving customers a platform that is easy, flexible, and smart. No other company provides a solution as robust and innovative as D2L.
D2L has had a singular mission for 20 years and is dedicated to that same mission in the years ahead: to transform the way the world learns – and by doing so, we will help improve human potential globally.

A member of our Talent Acquisition team reviews ALL of our applications - yes a real person reviews resumes! They are excited to read more about what amazing things you could add to D2L.
The Customer Success Program Manager's mission will be to improve and drive the effectiveness and efficiency of our Customer Success team. You will report to the Director of Customer Success & Strategy and will be their trusted partner in defining customer success objectives, strategy, and tactics, and in implementing processes that scale. The Customer Success Program Manager provides support and guidance to the Customer Success teams, helping them to effectively leverage the appropriate reporting tools and processes. The Programs Manager, Customer Success, in conjunction with supporting internal teams, will guide and administer the use of technology (CSI Platform, CRM, BI tools) to support the CS business operations. Through regular reviews of available data this role will provide the CSM leadership team with insight into data that will help drive business decisions. This role will also assist in providing key metrics for objective and leading indicators or adoption, risk and churn. Experience with implementing and managing a customer success platform will be an asset

Major Responsibilities (How Will I Make an Impact?):
- Lead the Customer Success Program Management systems providing data, insights and analysis into programs/reporting on retention, adoption, risk and customer health and opportunities
- Lead process improvements of the Customer Lifecycle: Determine the timing and content of touch points for CSMs along the customer journey, to drive improved customer experience, product adoption and overall customer health.
- Risk Management: Define, design and help deliver with data driven insights early signals of at-risk renewals and design strategies with CS Leaders to address them, and provide path to escalation, reporting and mitigation
- Cross-Functional Collaboration and Partnership: Manage cross functional processes that help meet renewal and upsell targets and deliver on customers' needs, including processes for CSMs to share customer feedback to product, service, support and operations teams internally
- Liaison and align with the Support team on resolution of major cases and report bugs to the Engineering team
- Manage the CS Ops Calendar, communicate upcoming events, and ensure CSMs are aware of and follow administrative protocols
- Generate reporting when necessary for the Customer Success and/or develop better ways to provide meaningful insights, analysis and trends relevant to the request
- Monitor and manage data quality within the systems and work with IT, Finance, Sales Operations and other internal cross-functional teams to address the root cause of any quality issues and resolve them
- Represent and advocate Customer Success technology, data and enablement needs to the business and other supporting teams (IT, Sales Operations, Enablement, Finance, Legal, etc)

Competencies (What you'll bring to the role):
- 8+ years' experience in operations: managing client portfolio of varying sizes across multiple markets and/or geographies.
- Experience mapping the customer journey with a specific focus on advocacy, onboarding, risk management and adoption programs
- Strong analytical skills required
- Experience administering customer success platforms (while any CS Platform experience is an asset, experience with Planful is preferred)
- Passion for designing processes that scale
- Organized with a proven ability to successfully manage multiple tasks while maintaining high quality outputs and delivering on time and with excellence
- Ability to quickly establish rapport with all levels of personnel up to and including C-Suite executives
- Ability to effectively communicate complex ideas, concepts, and strategies in both written, verbal, oral, and presentation skills
- Problem-solver and critical thinker with the ability to break down complicated issues and simplify complicated processes
- Strong attention to detail in daily tasks and projects, while also having the ability to see beyond the individual tasks and understand the broader impact and implications of activities on other cross-functional teams.
- Proficiency with Microsoft Office (especially Excel, Power Point)
- Experience working with Salesforce
- Experience with PowerBI is an asset
- Experience with Qualtrics CX is an asset
- Strong experience collaborating with cross-functional, multidisciplinary teams
- Strong project management and organizational skills
- Thorough understanding of business management, forecasting, strategy, and techniques

The expected base salary range for a new hire in this role is listed below. The annualized base salary offered is determined by each candidate's relevant knowledge, skills, education, training and experience. It is aligned to ensure both internal and external competitiveness using market data for the geographic location and industry. As part of the total compensation at D2L the role may be eligible for additional benefits including a Wellness Subsidy, Equity Grants, Variable Incentive, and more
Base Salary Range
$90,000 - $110,000 CAD

Don't meet every single requirement? We strongly encourage you to still apply! At D2L, we are committed to creating a diverse and inclusive environment. We encourage your application even if you don't believe you meet every single qualification outlined, because we love to help our people grow and develop!

Why we're awesome:
https://vimeo.com/904663264?share=ios_link?mdq7KX8Fx1jfuqbWmaxW7Wk3vUz_8L3r2kGQ8ZAdcHC9cTVGwt3Mw1dVNzYyLbPfHg_7ZCBxWvGq7TQNk8nXWqLhTodDKXhWgUKhDcuzcb8WkuWfQ4bpfb2YBeeKcqmXHNyVTSuoUSAfRLZ3aZ7Ocs2n_PnDYME2tHCEy8ameJ7DTGenQGz_hyp6AXfVqr8c0Ue9G-7Ozq3E9GSznuLw8FcHr72i8ubjUmuBdkc7JFL3tbznd3aVBBZ3BTwodJcwwU7mv54PcUrAMauuhzsOHKWeoSHPp-adsuWWsu2dUwAUB2rZvTJ0ur1FNDSYRwnEHqbLTx_s2WnhgaSGdMSDtXQcUdmvUbetHmwBdNLs-c7RbNFgBDu_-VF_i_fXwKOeWKnxg2pHwf2fx5jZhcJ-CH165mCDOW9Ri0JAqSEAn7_MwOh8KnVnKWXA8fbBdUabeQabfrUBOcfOXbNcMdb37TfzS1c3N5S4NJdzFdH6b7Dd8cb9fadSbr1
- Wonderful work transforming the way the world learns
- Flexible work arrangements
- Learning and Growth opportunities
- Tuition reimbursement of up to $4,000 CAD for continuing education through our Catch the Wave Program
- Time off to volunteer for Wave-related activities like Hackathons or final assignments
- Employee-wellbeing discounts to mental health services, GP-AP program, financial planning and more)
- Retirement planning
- 2 Paid Volunteer Days
- Competitive Benefits Package
- Employee Recognition Programs
- Employee Referral Program
- Wellness Reimbursement
- Peer Recognition
- Social Events
- Dog Friendly Offices at our HQ in Kitchener, Winnipeg, Vancouver and Melbourne

D2L is committed to a fair and inclusive work environment. We are an equal opportunity employer that hires and attracts talent regardless of age, race, creed, color, religion, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality, sex, status as a protected veteran or any other legally protected grounds and will not discriminate on these bases. We draw on diversity of thought and experience to reflect the rich array of cultures representing our broad customer base and we seek talent with diversity of life-experiences and perspectives from around the world. If you have special accessibility requirements that need to be considered during the recruitment process, please let us know by emailing us at careers@d2l.com and a member of our HR team will get back to you. Information received relating to accommodation needs of applicants will be addressed confidentially. D2L maintains a drug-free workplace.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits