

**Senior Manager, Customer  
Success Enablement**



**TouchBistro**<sup>®</sup>

Phone :

Web :

**Job Summary**

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Vacancy :

Deadline : Sep 07, 2024

Published : Aug 07, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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TouchBistro is looking for a **Senior Manager, CS Enablement** to design, develop and provide leadership for learning experiences within our Customer Success team! This role is responsible for developing and executing learning strategies and programs that ensure TouchBistro delivers exceptional experiences to customers throughout their lifecycle. Furthermore, you will be involved in creating innovative learning solutions to enhance the skills and knowledge of both employees and customers, driving operational efficiencies and self-serve adoption. Reporting to the Senior Director of Customer Success Operations, the ideal candidate will have expertise in instructional design, project management, digital learning best practices, and stakeholder engagement.

### Your Day-To-Day

- Develop and implement training programs for new hires & existing employees, covering systems, products, features, benefits, and technical troubleshooting, ensuring proficiency and confidence across various functions including technical support, specialty support, loyalty retention, professional services, and installation
- Develop and implement training programs for customers - create and maintain a multi-channel unaided help/learning model (self-serve) for TouchBistro users, reducing customer friction and improving operating costs through contextual self-guided support interactions
- Develop and manage a staff certification program to help restaurant workers become accredited as 'TouchBistro Pros'
- Utilize various delivery channels including in-product step guides, video tutorials, how-to guides, and interactive tutorials
- Collaborate closely with Product, Technical Support, Professional Services, Marketing, and other departments to identify training needs and gather content for training materials, while developing detailed schedules for training sessions and programs
- Monitor and evaluate training effectiveness by implementing metrics and feedback mechanisms to continuously improve training programs; ensure the company's knowledge base is updated with relevant training materials and resources
- Ensure all training programs meet regulatory and compliance requirements, and can be tailored to different learning strategies
- Leadership & Strategy: directly lead a team of content-creation specialists and indirectly lead and mentor subject matter experts and trainers

### All About You

- You have 5+ years of experience in employee training, learning, and development, with at least 3 years in a leadership role
- You hold a Bachelor's degree in Education, Human Resources, Business Administration, or a related field (Master's degree preferred)
- You have proven experience managing Learning & Development functions at a medium-large scale; you are proficient in designing, developing, and delivering training programs
- You have hands on experience with learning management systems (LMS) and other training software (experience with Docebo, Articulate 360, and Pendo are assets)
- You have excellent written and verbal communication skills, and are able to work cross-functionally with various departments across the business
- You have strong leadership, team management and project management skills

### Nice to Haves:

- You have familiarity with the SaaS industry and/or POS systems

### What We Offer

At TouchBistro, we are a diverse group of restaurant-obsessed, tech-loving people brought together by a mission to support the passion and success of restaurateurs. You can feel confident joining a fun, vibrant, and rapidly growing environment. You will be working alongside driven individuals who are passionate, innovative, accountable, collaborative, and respectful.

### The Perks:

- Unlimited vacation
- Health, dental, and vision benefits
- Flexible health and wellness plan
- Parental leave & top up
- Employee Assistance Program
- Professional development
- Volunteer program
- Monthly lunches
- Flexible work arrangements
- Beautiful, brand new office space in the heart of downtown Toronto (our HQ)

### About TouchBistro

TouchBistro is an all-in-one Point-of-Sale and restaurant management system that makes running a restaurant easier. We have powered more than 29,000 restaurants around the world, and we know that while passion is plenty in the restaurant industry, time and money usually aren't. Providing the most essential front of house, back of house and customer engagement solutions on one easy-to-use platform, TouchBistro helps restaurateurs streamline and simplify their operations, increase sales, drive revenue, and deliver a stellar guest experience.

TouchBistro believes in fostering an inclusive workplace where all individuals have an opportunity to succeed. Requests for accommodation due to a disability can be made at any stage of the recruitment process.

**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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