

Technical Success Manager

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method

Job Summary

Vacancy :
Deadline : Aug 13, 2024
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Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Opportunity

We're on the hunt for an experienced Technical Customer Success Manager who is familiar with programming concepts and project management to join our growing Inside Sales team! This candidate will be responsible for combining their technical knowledge along with their sales skills to help customers successfully implement, customize and integrate Method CRM into their business.

About Method

Method creates web applications for small and medium sized businesses (SMB's). Our flagship product is Method:CRM, a web application made specifically for small businesses (SMB) using QuickBooks accounting software. What sets Method:CRM apart is our ability to create customized applications for individual SMB's. This is all facilitated by a patented accounting synchronization engine.

We are already a successful startup with a substantial base of paying customers. We are looking for the right individuals to help skyrocket our growth.

The Role

Method is looking for an energetic Technical Customer Success Manager who is able to combine their technical knowledge along with their sales skills to help customers successfully implement, customize and integrate Method:CRM into their business. The Technical Customer Success Manager we are looking for is tech savvy, customer focused and a patient communicator. The successful candidate will play a pivotal role in the company's sales cycle by applying their programming knowledge to help drive trial account conversions.

Responsibilities

We are looking for a Technical Customer Success Manager that is able to assess the unique business needs of our trial accounts and respond by creating customized solutions using the Method's customization tools and platform.

- Drive trial account conversions by assessing unique requirements and presenting the value a customized solution provides.
- Provide live 1 hour web based presentations to demonstrate how customers are able to customize the software to match their specific workflow.
- Anticipate and recommend additional customization work that trial accounts may require. Possibly scope, design, test and refine these additional projects.
- Be a trusted advisor to the customer, understanding the customer's end-to-end business processes and areas for future growth.
- Collaborate with other members of the Method Sales team on plans, projects and results.
- Provide consistent feedback to the entire team on enhancements we can make to product development.

What You Bring

Before you read this next section, we want you to know that we know the "ideal candidate" doesn't exist – everybody has a unique background and skill set. Even if you don't check every box below, we'd love for you to apply if you're passionate about creating custom solutions and the opportunity at Method - we are building for the future and growth potential is a priority for us!

- Post-secondary education in the following areas is preferred: Computer Science, Computer Engineering, Software Engineering or equivalent training/experience.
- Solid foundation in object-oriented methodologies, relational databases and data modeling.
- Experience in CRM and SQL.
- Proven presentation and communication skills.
- Ability to meet tight deadlines.
- Must have a strong technical aptitude and ability to learn new software quickly.
- Strong problem solving skills. You must be passionate about your ability to always find solutions to customers' needs.
- Must be self-motivated and goal driven.
- You should possess the ability to multi-task and prioritize.
- Excellent organizational and communication skills and an engaging phone presence.
- Must have an entrepreneurial spirit, strong ethics and integrity along with the desire to exceed every expectation.

What We Offer

- Fun team environment.
- Small company experience – working for a small company like Method gives you deep insight to the inner workings of how a software company operates, as you will be expected to become involved in many discussions: from new product features, to marketing campaigns, to operational policies and procedures! It is the kind of experience you can only get from a small company.
- Training – You will receive initial and ongoing training on Method's products, policies and procedures.
- Great downtown location – Method is located right in the heart of Toronto's young and vibrant 'King West' technology hub at the corner of King Street and Spadina Ave.
- Great working hours – Method's company culture is perfect for those who strive for a good work/life balance.
- Competitive salary plus uncapped commissions!
- Health care and dental plan.

Visit our team page to learn more about who you'll be working with: [Meet The Team](#)

Hybrid Policy

At Method we are working on a hybrid schedule. Employees work from the office 2-3 times each week from our office in downtown Toronto.

In your first 30 days you will:

- Complete Method's bootcamp.
- Understand Method's values and how our teams collaborate to drive results.
- Start Internal Training and onboarding.

In your first 60 days you will:

- Finish Onboarding and training.
- Review chats and calls.
- Working through chats and shadow phone calls/demos.

In your first 90 days you will:

- Participate in your first quarterly review.
- Handle Customer Interactions Independently.
- Collaborate with Cross-Functional Teams.
- Continuous Learning and Development.

In your first year you will:

- Participate in your first annual review.
- Deepen Product and Industry Knowledge.
- Drive Customer Success and lead customer advocacy.
- Collaborate on Product Improvements.

Compensation: \$55,000 - \$65,000 annually.

We thank all applicants in advance, and will contact only those who we wish to interview. No phone calls or agencies please.

Method is an equal opportunity employer for all – regardless of race, colour, ancestry, religion, gender identity, sexual orientation, age, marital status or able-bodiedness. As part of our commitment to be an inclusive and accessible workplace, we're happy to provide accommodations for candidates taking part in the selection process.

Compensation

\$55,000.00 - \$65,000.00 per year

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
