

Position: Customer Success Manager

Type: Permanent/Full time

Reports to: CEO

Serving over 200 municipalities, Transnomis Solutions specializes in advanced cloud-based road information management and communications solutions for municipal and regional governments. We are looking to accelerate the rollout of our recently launched geo-based Road Permitting Solution throughout North America, with an initial focus on Canada.

You'll be working closely with our customers to onboard them to our platform, drive user engagement and provide for their ongoing support, to help reduce churn and identify revenue growth opportunities.

You are passionate about surpassing customer expectations, outgoing and a great communicator, deadline driven, open to learning new things, and are looking for the opportunity to help be the author of our customer success.

Transnomis is a remote workforce, although we do meet in person at the Toronto offices several times a year. You will report directly to the CEO in this position.

What you will do:

- Ensure customers are properly onboarded and trained to ensure they receive maximum value
- Maintain ongoing customer relationships and networking, implement success programs, onboard/train clients, and minimize customer churn
- Provide insights on client-to-business interactions, improve customer experience through product support, and handle customer support requests to meet client retention targets
- Identify areas to increase customer revenue or cross-sell additional products to meet assigned growth targets
- Identify areas to deliver additional one-on-one training/tutorials/webinars to increase user engagement
- Provide Product and Development with customer feedback on new features and areas for improvement
- Develop and monitor key metrics (retention and growth) to meet assigned objectives and targets



Road Information Management
and Communications

Your Experience:

- 3+ years of account management or customer support experience in a business-to-business SaaS environment
- Previous government experience an asset
- Strong verbal and written communications skills, and tools including the web, Zoom, Microsoft office (Word, Excel, PowerPoint), Salesforce and LinkedIn required
- Be proactive, well organized, detail oriented and deadline driven
- Experience in document and customer success process creation an asset
- Degree or Diploma in business, technical or a related field

Benefits and Perks:

- A fun family-friendly environment
- Company-provided equipment (laptop, software, etc.)
- Employer health plan, including a personal health spending account
- Company lunches and social activities
- A remote first-workplace

Compensation

Transnomis offers a competitive salary and bonus, 3 weeks vacation and company paid benefits and professional training and development opportunities.

How to Apply

To join our team please send your resume to career@transnomis.com with the position name (Customer Success Manager) in the subject line.