

Solution Consultant

Description

ThoughtExchange is the world's most trusted engagement and survey platform for leaders who drive change and alignment. We support a diverse range of clients from top school districts across North America to Fortune 500 companies and Public Sector innovators. We're also winners of Quartz's Best Companies for Remote Workers and Canada's Top Growing Companies. Join us on our journey to accelerate change for good through inclusive problem solving! We are seeking a Solution Consultant (Maternity Leave Coverage) to join our small but mighty Solution Consultant team at ThoughtExchange. You will serve as a technical consultant and vital member of our sales department, âdeveloping, positioning and providing product-specificâsolutions for prospective customers while ultimately contributing to quarterly and annual sales goals. You will also work with the product team to provide feedback and insights gathered from customer interactions to inform product development and enhance overall customer success. This position is a 20-month full-time fixed-term contract (maternity leave coverage) with the potential to grow into a permanent position on the team. The anticipated start date for this role is early June 2024.

What You'll Do:

- Engagement with Prospects:** Conduct in-depth discovery with qualified prospects to uncover customer technical requirements, business needs, and objections
- Showcase** the features and capabilities of our software solutions through customized demonstrations and presentations, including sharing use cases and examples for how to bring customer strategic priorities to life
- Able to efficiently** translate customer use cases into technical solutions and demonstrable benefits / ROI
- Consult** with prospects to develop and deliver high-value Proof of Concepts (POCs) and lead workshops to share back the value of POCs
- Acts as a trusted** advisor to the customers and provides valuable insight on sales engagement
- Travel** several times per year for in-person customer events and conferences
- Solution Design and Customization:** Collaborate with the sales & customer success team to design broadly applicable solutions that address the strategic priorities and the business cases of prospects
- Demonstrate** functional expertise for how ThoughtExchange's solutions solve the prospect's problems, including demos and presentations
- Leverage** Sales team members' research to uncover metrics of success / KPIs for the broader strategic partnership with TET
- Technical Expertise:** Is a technical subject-matter expert. Understands all product and feature capabilities, articulates them to customers, and identifies key differentiators
- Stay updated** on industry trends, competitor analysis, and best practices to communicate the value proposition of our solutions effectively
- Collaboration and Teamwork:** Provide feedback and insights gathered from customer interactions to inform product development, positioning, enablement, and Go-to-Market strategy and enhance overall customer satisfaction
- Partner with Sales Enablement** and leverage current templates and methodologies with existing tech stack to share curated resources and learnings with the Revenue teams
- Develop and execute** MVPs; quick to implement new product features into workflows; provide timely and meaningful feedback across teams
- Administration:** Responsible for accurate and timely documentation in CRM to measure role impact and value
- ADEI:** Support our Anti-Racism and Diversity, Equity and Inclusion (ADEI) mandate by (at a minimum) being aware of our ADEI commitment and initiatives and completing all required ADEI training

What We Think Is True About You: Minimum 3 years of related work experience in solutions consulting, professional services, customer success, value management, or a related field

Experience presenting demos and leading discovery within senior leadership roles on how to use products to achieve high-value business goals

Proven track record of quickly developing expertise, implementing and supporting SaaS applications for high-value clients in a B2B environment

High

Hiring organization

ThoughtExchange

Job Location

Remote in Canada

Base Salary

\$ 60000 - \$ 105000

Date posted

May 5, 2024

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degree of accountability and ownership – takes initiative to manage portfolio of work and asks for guidance and help when needed

Able to demonstrate professional maturity, strong problem-solving skills, and attention to detail

Possesses and applies solid working knowledge of sales processes

Nice to Have: Foundational knowledge of Customer Relationship Management (CRM) Software (i.e. Salesforce)

Experience working in the Education, Corporate or Public verticals

The hiring range for this role is \$81,000 – \$95,000 CAD (On-Target Earnings \$101,250 – \$118,750). Your specific compensation within this range is determined based on your job-related skills, knowledge, experience, and our internal equity assessment. If you don't see yourself fully reflected in every job requirement listed on the posting above, we still encourage you to reach out, apply and tell us more about yourself in your application. Research has shown that women and underrepresented groups often only apply when they feel 100% qualified. We are committed to creating a more equitable, inclusive and diverse company and we strongly encourage applicants of all genders, ages, ethnicities, cultures, abilities, sexual orientations, and life experiences to apply. ThoughtExchange welcomes applications from people with disabilities. Support is available upon request for candidates taking part in all aspects of the selection process. Finally, we know from time to time, emergencies happen, and you may need to reschedule an interview – we understand and encourage you to be in communication without worrying about losing the opportunity or your credibility.

What we offer: ThoughtExchange wants to ensure our people are heard, supported, and cared for so we invest in our employees. We're continuously asking our employees what they need to ensure we're supporting their successes in the workplace and in life. We are proud to offer our employees the following:

Benefits & Well-Being: From day one, you'll receive a benefits package focused on health & wellness that includes a generous time off policy, flexible extended benefits plan options and company-wide Mental Health days off scheduled through the year. Our benefits package also includes maternity & parental leave top-up programs and access to Maple, Inklebot, and Headspace which support our employees' primary care, mental health, and wellness needs.

Flexibility: We've been remote-first for over ten years. We're contribution-focused, and we operate on mutual trust because we need you to feel empowered to be your best self. You know the circumstances in which you excel where you work and how you structure your day.

Ownership: In addition to competitive pay and benefits, employees receive share options when joining the company. Additional options are awarded throughout your ThoughtExchange career based on ongoing contributions to the company.

Culture: We walk the walk when it comes to our product, and we make sure no important decisions are made without including our employees' perspectives. We value and prioritize everyone's voice, so we use our anonymous, anti-bias platform to make sure people are comfortable sharing their real thoughts and feedback.

Compensation: We want you to do your best work, and part of that is being happy with your compensation. We pay fairly, taking into account all the complexities of market rates, experience, location, and demand. We believe in pay transparency and pay equity.

Connection: In addition to remote hubs of employees across Canada & the US and offices in Rossland & Vancouver, we get together once a year as a company in some pretty cool locations. We also connect virtually as a company on a monthly basis and celebrate one another in our #gratitude Slack channel.

Growth: You'll have the opportunity to join regular Anti-racism, Diversity, Equity & Inclusion (ADEI) and Learning & Development sessions. You also have access to an annual Professional Development stipend & Company Coach to ensure you can grow in your role & advance your career.

Please mention the word ****VALIANTLY**** and tag `RMzQuODUuMTMyLjI1Mw==` when applying to show you read the job post completely (`#RMzQuODUuMTMyLjI1Mw==`). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via RemoteOK.com