

Customer Success Manager

Description

ABOUT THE COMPANY Milk Moovement is building a world-class team focused on getting the right milk to the right place at the right time. Our growing herd of employees is driven to provide our clients with the data they need to make critical decisions that impact their operations and ultimately your favourite dairy products. Who is Milk Moovement you might ask? We are a young VC-backed company with humble roots and massive ambitions to disrupt the dairy supply chain. We think differently, act nimbly, and always leave things better than we found them. We're expanding our team to further our mission. Find us out on Twitter, Instagram, LinkedIn (@milkmoovement), and our home page to learn more or hit [apply](#) below!

THE ROLE We're seeking a client focused and detail oriented individual to take on the role of Customer Success Manager to oversee several of our key client relationships. The Customer Success Manager plays a critical role as an advocate for Milk Moovement's clients and serves as their primary contact for their support, training, and data needs. Reporting to the VP, Customer Experience, the ideal candidate will demonstrate a proven ability to define processes and procedures to support our clients using a proactive approach and will be responsible for setting, monitoring, and improving key metrics to ensure a satisfied customer.

RESPONSIBILITIES:

- You will own the customer relationship post sale and ensure their needs are met during their experience with Milk Moovement
- You will become familiar with their feature set and play a role as their strategic advisor to ensure they are getting the most out of their investment in our platform
- Work with the Technical Client Onboarding Manager to upscale yourself from the outset of the customer relationship
- Own internal and external procedure/support documents: build processes that scale and improve client experience
- Flag and follow up on tickets with the product and customer experience teams and align priorities
- Foster a relationship of trust to ensure customer retention
- Prepare and present to internal and external executive teams
- Complete annual training, workshops and feedback sessions with key stakeholders who use the Milk Moovement platform
- Bring the Milk Moovement core values to life

WHAT WE ARE LOOKING FOR Milk Moovement seeks to have a diverse, inclusive, team-oriented, and curiosity-driven herd. Our team lives up to our core values, and we expect you will be excited to do so as well. You must have prior CS management experience and extensive experience with tools like Intercom, Notion, Excel, Jira, Slack, Gsuite, and Zoom, but experience working in the dairy industry is not required! We will teach you all there is to know about the industry beginning with our Dairy 101 course. It is definitely more complicated than you think and that is why we do what we do! You will likely have been working in a client facing SAAS environment for 2+ years, but we are more interested in the how rather than the how long. Previous experience working in relationship or account management would be a major plus, but it is not required.

WHAT WE OFFER

- Competitive salaries – we're constantly reevaluating market trends to ensure we meet or exceed industry standards.
- Equity – Stock option plan on a standard 4 year vesting schedule with a 1 year cliff.
- Unlimited paid vacation and flex time – unlimited vacation can be vague and difficult to track; we strongly encourage everyone to take at least 2 weeks off per year plus public holidays. The rest is up to you.
- Health (mental & physical), dental, & HSA coverage across North America.
- Remote work environment – work from home or from one of our hubs in Halifax and St. John's.
- Flexible hours – night owl or early riser? No problem.
- Tools – need the latest and great software to perform more efficiently? Ask and you shall receive.
- Quarterly culture events – trivia, robot building, hackathons, etc. We like to keep it fresh and exciting.

ABOUT OUR CULTURE We'll drop everything to ensure our

Hiring organization

Milk Moovement

Job Location

Toronto, Ontario

Base Salary

\$ 60000 - \$ 90000

Date posted

June 5, 2024

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customers feel supported.ðŸŒŸ Transparency is ingrained in everything we do.ðŸŒŸ Respect is paramount.ðŸŒŸ We win and lose as a herd – lessons learned are equally as important as the wins.ðŸŒŸ WeâŸŸre all in this together – our company wide thirst for knowledge is unquenchable.ðŸŒŸ Want to learn a bit more about what makes us moo-nique? Check out our About Us page for company mission, purpose, and values.ðŸŒŸ Did we mention we love puns?!HOW TO APPLY To apply, please submit your resume through our Careers page. Don't forget to complete our Get To Know The Candidate form; we love hearing what your favourite dairy products are!We always conduct remote interviews to ensure accessibility. This role offers flexibility based on your location and work preferences, and we'll collaborate closely with you because we recognize that each individual has unique circumstances.Don't meet every single requirement? Studies have shown that women and individuals from diverse backgrounds may hesitate to apply for positions unless they meet nearly every qualification. At Milk Moovement, we are deeply committed to enhancing our approach to creating a diverse, inclusive, and value driven workplace. If youâŸŸre excited about this role but your past experiences donâŸŸt align perfectly with our job description, we encourage you to apply anyway. You may well be the right candidate for this role or others!Milk Moovement is an equal opportunity employer and does not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, disability, age, or other legally protected status. Milk Moovement is committed to providing reasonable accommodations for individuals with disabilities during the application and interview process. If you require an accommodation, please notify your Recruiter.Please mention the word ****ADMIRABLY**** and tag `RMzQuMTQ1LjI0MC4xMDY=` when applying to show you read the job post completely (`#RMzQuMTQ1LjI0MC4xMDY=`). 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