

Job Title: Customer Success Specialist
Reports to: Director of Customer Success
Location: Toronto, Ontario
Type: Permanent, Full-Time

About the Company:

Everyone who works at the client cares about developing innovative software and delivering an exceptional customer experience. The client is involved in the renewable energy space where the customers entrust them with the important mission of building software to help them manage the various aspects of their renewable energy assets. They are a collaborative, results-driven team composed of individuals who work together to bring value to their customers.

About The Project:

You will be deeply engaged in managing customer experience in particular as they relate to Salesforce, which is a cloud-based asset management platform that simplifies the management of large asset-based projects. Salesforce is used to track, assign, and review the ongoing obligations deliverables, workflows, and milestones associated with their clients' energy projects. These are complex infrastructure projects located around the world.

Typically, these projects face several challenges:

- The projects have numerous ongoing regulatory obligations that must be addressed.
- These projects are managed by a variety of teams and individuals, each of whom are assigned a set of specific duties.
- Through their life cycle the projects often change hands several times. Potential buyers struggle through due diligence because information is not readily available.
- When these projects change hands, there often is a loss of continuity and context leading to gaps in the projects' data, history, issues, and documentation.

The client solves these problems with Salesforce; a robust, centralized platform that stakeholders can access to find and manage their projects.

Scope:

The client has built a talented, energetic and knowledgeable team that is adept at meeting their clients' needs. They have built a collaborative, open, creative environment and need your help to continue delivering diligent and professional service to our clients. They are looking for an inspired, motivated, **Customer Success Specialist** ("Specialist") to join their team. As part of the Customer Success Team you will report to the Director of Customer Success.

The Specialist is the face of the client, interacting with their customers from the moment they have access to the Salesforce platform. The Specialist ensures the successful and long-term adoption of their platform, by guiding them through all aspects of their experience with Salesforce, including offering training and mentorship, supporting with on-boarding activities, inviting customer feedback, and establishing overall best practices for customer relationship management.

Responsibilities:

- Salesforce subject-matter expert and able to translate this expertise to customers and other stakeholders
- Maintaining positive relationships with customers
- Ensures the customers have sufficient training to use Salesforce

- Ensures customer projects have been on-boarded in a manner that makes user engagement easy and effective
- Is the first line of communication for the customer and other stakeholders to bring forth their end user stories, issues, and training needs
- Works within the designated SLA's and internal response timing expectations
- Works with all the internal teams to triage stories, issues, training needs and future product development
- Offers advice and helps customers choose the right services to suit their needs
- Empowers and encourages the team members and customers alike

Required Qualifications:

- University degree or college diploma
- 1-3 years' experience in a SaaS environment, preferably in a customer success or sales role
- 2-5 years of experience in the renewable energy industry
- Strong verbal communication skills
- Strong writing skills
- Detail oriented
- Well organized and meticulous
- Creative
- Ability to multitask and coordinate multiple projects
- Ability to communicate in another language an asset

Application:

Forward resumes to jobs@witsconsulting.ca only. Please indicate **CUSTOMER SUCCESS SPECIALIST** in the subject line.