
CURRENT OPPORTUNITY

Title: **Customer Success Lead**

Department: **Customer Success**

Employment Type: **Full-time**

Be a part of a growing company that is helping service companies operate seamlessly.

Founded in 1983, Discovery Solutions International, Inc. (“**Discovery**”) has been a pioneer in building great software (SaaS) to help small and medium-sized businesses measure, manage, and improve their operations. In 2021, Discovery was acquired by a private equity entity and is now on the path to building a leading software business in Calgary. We are committed to developing smart solutions that are in line with our customer’s needs, wow-ing our customers, and creating a world-class company culture.

DESCRIPTION

We are looking for a Customer Success Lead to help shape a growing SaaS company, someone to take care of our customers, to make sure they achieve their goals and to ensure they become ambassadors of our company. This person is very passionate about following through with problems/issues and addressing them with urgency.

Here’s what you will be doing:

Your intellectual curiosity related to the use of best practices and experimentation to improve customer happiness is critical. As a Success Lead, you will solicit suggestions for improvement and look for opportunities to grow current customers. Analytical abilities, curiosity, and presentation skills are a must as interactions with external and internal management will be a daily activity; without the ability to problem solve on your feet, you’ll feel overwhelmed by customer requests.

The successful candidate will have the following responsibilities:

- Increase renewal rates for your portfolio of customers
- Engage with customers to understand their business needs and ensures they derive maximum value from our product
- Influence customer lifetime value through product adoption, customer satisfaction and overall health scores
- Provide recommendations to improve the use of the application be it changes to setup or change management
- Compile monthly reports on product usage and retention
- Establish regular touch points engaging a series of users for each customer to gain a pulse
- Act as a customer advocate and liaison to Senior Leadership, Product & Development, Sales and Success teams
- Conduct customer business reviews to executive sponsors and business champions to facilitate long-term relationships

Measures of Success: Customer Retention, Adoption Rate, Advocacy %,

REQUIREMENTS

We are looking for:

- Creative problem solver who will be proactive with customer needs while also achieving their own long-term professional goals
- Prior experience consulting, onboarding or training for a cloud-based software solution
- Proficiency with CRMs, Microsoft Office
- Strong customer-facing skills including expectation management, communication skills, information management
- University, College degree or equivalent professional experience.
- Previous ERP experience would be considered a plus

Why should you apply?

We offer competitive compensation, full paid vacation, hybrid work/remote location and comprehensive health & dental benefits. Our team is growing, so our team members are continuously challenged at the highest level. Our Company strives to be an example of a high-growth software technology company in Alberta, and our team members depend on each other to make it happen.

To apply contact:

Email: Ryan.blake@discovery-solutions.com (Attn: Ryan Blake)

Email subject: Opportunity: Software Development Manager