



Position: Client Success Manager

Reports to: Manager Professional Services

Company: Valeyo

Location: Burnaby Office

Overview:

We are currently seeking a full-time Client Success Manager who will ensure client satisfaction through keeping accurate correspondence records, meeting regularly with clients, consulting best practices, developing both internal and client facing resources, offering continuous value and is responsible for the overall delivery of our insurance and technology software solutions to our clients. This position reports to the Manager of Professional Services.

Duties and Responsibilities:

- Primary contact for software implementations, technology support, technology training and overall success of the client experience
- Participates in technology implementations while working with the Project Management office to ensure timely deliverables are met
- Promotes and executes continuous service improvement both internally and with clients in the areas of process improvement, efficiency gains and customer improvement
- Regularly reviews goals, expectations, feature enhancement/changes and perform need assessments with clients to ensure they are in the best position to succeed with our technology solutions.
- Owns all client technology matters post-sale from end-to end, and creates internal and external communications outlining deployments, products changes and ongoing issues/ problems
- Develops and implements client specific strategies to ensure development and success through all stages of the post-sale client life cycle, and owns all client technology matters post-sale from end to end
- Collaborates with internal stakeholders and resource departments to create efficiencies and solution problems
- Ensures successful onboarding of new accounts on the sales team

Qualifications/Skills:

- A minimum of three years' relevant experience in a client success/ consulting technology role
- Strong operational, project management, consulting technology and process skills
- Proactive problem solver with the ability to analyze data and make educated recommendations
- Excellent client facing skills with ability to engage with Senior and Key executives
- Self-motivated individual able to meet deadlines lines with strong time management skills
- Excellent communication and presentation skills with the ability to collaborate well with others and communicate with all levels of the organization
- Experience with incident management/escalations, problem management and continual service improvement
- Knowledge of lending processes and credit adjudication is an asset
- A highly-motivated self-starter able to thrive in rapidly changing environments

Valeyo is committed to providing a barrier-free work environment in concert with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. As such, Valeyo will provide reasonable accommodations available to applicants with disabilities upon request during the recruitment process. Please contact hr@canadianpremier.ca for accommodation requests.