



CLIENT SUCCESS MANAGER

WE'RE HIRING!

COMPANY DESCRIPTION

Founded in 1989, Learn2 focuses on human performance. Yes, our clients win awards for the learning and engagement best practices we design for them. Who doesn't want business-relevant, hands-on programs that achieve lasting behavior change. So your program gets explicitly configured to your participants, your culture, your values and your outcomes so much so that, we become an extension of your team.

Learn2 has empowered leaders and teams to change the way they work. We take away podiums, PowerPoint, and remove the teaching from the learning equation. Learn2's approach puts you, the participants, in the driver's seat. You learn by doing. You interact with other participants and your facilitator to create best practices that enable us all to achieve more with less effort.

Instead of having to absorb information from a lecture, you become an active participant in a hands-on learning experience.

Sound exciting? It is!

CONTACT US

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Job Description

The Client Success Manager is responsible for managing, retaining and growing Learn2 clients. The Client Success Manager will demonstrate a thorough understanding of Learn2's programs and will be responsible for driving engagement and adoption through all stages of the client life cycle and renewal process.

Objectives of this Role

- Own overall relationship with clients, which includes managing on-boarding, implementation, increasing adoption, ensuring retention, and high levels of customer satisfaction
- Establish a trusted and strategic advisor relationship to drive continued value of our programs and services
- Maintain and develop customer success systems, automations and best practices, as well as client support content
- Communicate effectively with both internal and external senior-level management to understand customer needs, maximize retention and growth, and communicate learnings

Responsibilities

- Actively foster and manage the success of Learn2 clients
- Establish a trusted relationship with each client and drive continuous value of our programs
- Drive engagement & adoption and foster enthusiastic, passionate clients
- Be responsible for customer satisfaction, retention, and expansion of existing accounts
- Collaborate with the sales teams to onboard and support clients
- Serve as day-to-day contact for assigned accounts, building trust and rapport while identifying areas of opportunity, highlighting best practices, and documenting them
- Review the customer journey, identifying how it's supported, taking a consultative approach in helping clients overcome issues and achieve goals
- Facilitate interaction and workflow between project team members, including third-party service providers, to ensure deliverables are on time
- Collaborate, problem solve, and/or strategize upcoming client meetings with team members
- Prepare necessary documentation or visuals for client to demonstrate performance of campaigns; analyze trends in NPS scores to identify areas of improvement



Required Skills and Qualifications

- At least 3-5 years of B2B sales & client management experience handling multiple clients in a service provider or project management environment
- Ability to implement systems in an organization to increase efficiency
- Ability to create strategies, implement them, track performance, and achieve set objectives
- Proficient using Microsoft Office suite, Adobe, Zoom, Wordpress, ActiveCampaign, Slack - we use these daily
- Passion for delivering great service to clients
- Comfortable working across multiple departments in a deadline-driven environment
- Strong executive presence with excellent verbal and written communication skills, as well as client-facing presentation skills
- Enthusiasm for a fast-paced, dynamic work environment
- High attention to detail for a highly tailored client experience
- Outstanding time management skills, including the ability to juggle multiple projects simultaneously, prioritize effectively, and meet deadlines
- Strong verbal and written communication, strategic planning, and project management skills
- Analytical and process-oriented mindset
- Active team player, self-starter, and multitasker who can quickly adjust priorities
- Post-Secondary Degree, Diploma or Certification in Commerce, Human Resources, Marketing, Communications or Project Management
- Bilingual (English and French), an asset
- Agency experience or working within an entrepreneurial environment, an asset

Location & Hours

This full-time position is based in Toronto, Canada. Since the onset of COVID-19, we have situated our team to work remotely. The salary and incentives are dependent on experience and ability.

Application Instructions

Please demonstrate how you are the right person for our world. We require all 3:

- Letter to understand why we would want to hire you
- Resume or LinkedIn profile
- Profile of how you built 3-systems within your workplace to create efficiency

Screening begins immediately and applications will be accepted until the positions are filled. We have 1 position available and will hire for more in future. Learn2 conducts pre-employment screening of all candidates. Please send your complete application to Amy@Learn2.com.

Learn2 is committed to providing equal employment opportunity and to achieving an inclusive, diverse workplace that values each individual.

About Learn2

Learn2 wins clients awards and credibility for participant-driven learning and development and changes the way the world works, learns and develops leaders.