



Customer Success Manager

Location: Kitchener, Ontario

Job Description - Full time, permanent

Experience: At least 3-5 years of prior account management and/or customer success experience, preferably within enterprise software or SaaS.

About us:

ProNavigator is a venture-backed insurance technology company. Our team is made up of insurance industry veterans, technology experts, and data scientists who've come together to build solutions specifically for the insurance industry.

ProNavigator's platform incorporates natural language processing and machine learning to improve access to information and automate workflows for customers, distribution partners and employees. This is a great opportunity to join a tight-knit, fast growing team.

Key Responsibilities:

- Actively support a portfolio of assigned accounts to ensure seamless onboarding and positive customer outcomes using the ProNavigator platform
- Drive customer software engagement & development of power users/champions across customer organizations.
- Implement Customer Success Plans for assigned accounts.
- Collaborate with the sales team to expand customer relationships.
- Collaborate with the sales team to manage a successful renewal process.
- Maintain communication across customers.
- Effectively solve ad-hoc customer issues, as needed.
- Provide insights using analytics to identify customer expansion opportunities, platform enhancements & churn risks.
- Collaborate with Marketing to scope and execute on communication campaigns.
- Provide continuous customer feedback to the Product team.
- Stay current & educate customers on ProNavigator's updates products, competitive landscape & innovation trends.
- Embrace & contribute to Customer Success team's best practice methodologies.

Required Skills and Qualifications:

- 3+ years of excellent results in a customer success and/or account management role, preferably within enterprise software or SaaS company.
- Real passion for serving customers and being able to establish credibility with key customer decision makers & influencers.
- Strong verbal/written English and preferably French language communication & presentation skills; extraordinary listening skills.

- Strong problem solving & analytical skills; able to formulate solutions that deliver real business value.
- Ability to recognize and maximize new business opportunities
- Comfortable with negotiation.
- Well organized; handle multiple accounts & assignments simultaneously.
- A commitment to exceed goals that are internal, constant & self-imposed.
- Expertise with Google Sheets and CRMs
- Proficiency communicating data via Google Sheets, CRM's and other business intelligence tools

Some Perks of ProNavigator:

- Culture: Tight knit team, hungry and moves fast.
- Benefits after 30 days - health, dental and vision.
- Competitive salary and vacation.
- A great group of people to work with who are serious about their work and our vision, but fun in their approach.

To apply

Send a resume with a cover letter outlining your strong points to admin@pronavigator.ai