



Customer Success Manager – Bilingual

Location: Kitchener, Ontario

Job Description - Full time, permanent

Experience: 3-5 years customer ownership experience (account management, customer success, sales, or consulting), 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 for positive customer outcomes within our products.
- Work collaboratively with the Customer Success team members to support the overall customer journey and help drive team and company initiatives forward.
- 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 run the renewal process.
- Maintain communication across customers.
- Conduct regular reviews with customers
- Effectively solve ad-hoc customer issues as needed.
- Provide insights on renewal analytics to identify customer expansion opportunities & churn risks.
- Collaborate with Marketing for customer facing 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 standard methodologies.
- Identify opportunities to contribute to and improve the overall Customer Success program.

Required Skills and Qualifications:

- Validated results in prior role.
- At least 3+ years of prior customer ownership experience (account management, customer success, sales, consulting), preferably within enterprise software or SaaS.
- Proficiency communicating data via Google Sheets, CRM's and other business intelligence tools.
- Real passion for serving customers and being able to establish credibility with key customer decision makers & influencers.

- Strong verbal/written French language communication & presentation skills.
- Strong problem solving & analytical skills; formulates solutions that deliver real business value.
- Ability to recognize and maximize new business opportunities.
- Has experience and is comfortable with negotiation.
- Well organized; ability to handle multiple accounts & assignments simultaneously.
- A commitment to exceed goals that are internal, constant & self-imposed.

The Perks:

We are a team that is driven on the idea that we can and will change the world of Insurance and pushing the limits of technology. We believe the growth of our people drives the growth of our product, and a true belief that diversity drives innovation. We offer:

- Benefits after 30 days - health, dental and vision
- Competitive salary, vacation, and equity (we're all owners here)
- Great office location - The Tannery in downtown Kitchener, surrounded by public transit, restaurants and activities
- Parking, unlimited coffee/tea, snacks, social events - when the office reopens fully
- Recognition of wins - we believe in recognizing individual employee successes, departmental and company wins.
- We are foodies at heart and hope you are too.
- Weekly online games with various staff members.
- "Get to know your coworkers" time weekly while we are virtual
- Diverse, fun co-workers and a culture unlike any other.

To apply

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