

CUSTOMER SUCCESS COORDINATOR

Company Overview

FarmLink Marketing Solutions is western Canada's leading provider of grain marketing services, offering consulting, analysis, and direct selling opportunities to individual farm businesses.

We are continuing to develop new ways to communicate with our clients including the use of technology to deliver personalized marketing advice.

Description Overview

We are looking for an experienced Customer Success Coordinator to join our growing team. Under the direction of the Vice President of Sales and Marketing, the Customer Success Coordinator is the point of contact for our platform subscribers throughout the life of their subscription. The Customer Success Coordinator identifies customers' needs and goals, ensuring they receive the appropriate tools and support needed. This includes user adoption and onboarding after purchase, answering all customers questions and concerns, and advising customers on product buying decisions.

The Customer Success Coordinator will work closely with sales, marketing, and platform development teams to advise when customers should move into higher modules, analyze customer's likes and dislikes, identify new opportunities, and maximize growth, retention, and client satisfaction.

The Customer Success Coordinator will have the opportunity to work in a start-up culture and make a big impact shaping the end-user's customer experience.

Summary of Duties and Responsibilities

- Primary contact for customer relationships
- Act as the platform customers leading advocate
- Escalate user issues when needed, follow up promptly and ensure customer needs are exceeded
- Educate, train, and support customers on how to best leverage the platform to their benefit
- Facilitate sales and growth drivers while managing risk
- Secure subscription renewals and identify cross-selling opportunities.
- Conduct customer and public data research to grow a library of customer testimonials, success stories, and online reviews
- Collaborate with stakeholders in product, sales, and marketing to align strategy with current goals
- Collaborate with sales and marketing to develop communication tactics

Education & Qualifications

- Minimum two years of experience in a customer-facing role, proficient in software as a service (SaaS)
- Bachelor's degree from a college or university; or two-four years related experience and/or training; or equivalent combination of education and experience
- Exceptional customer service skills
- Experience working with inside or direct sales
- Ability to work in a fast pace and cross-functional environment
- Problem solver with an ability to think outside the box
- Understanding of technology and desire to learn more
- Strong communication and interpersonal skills in building and maintaining relationships
- Ability to take initiative, own processes, and work independently as required
- Positive mindset, enthusiasm, and energy

What We Offer

- Competitive salary
- Employer matching Group Retirement Savings Plan
- Group benefits
- Excellent growth opportunities
- Remote work schedule
- Bonus program

If you are interested in this exciting opportunity, please email a copy of your resume to careers@farmlinksolutions.ca.

We thank all applicants in advance, however, only those individuals who best meet our qualifications will be contacted. All other resumes will be kept on file for future consideration.