

JOB POSITION: Client Success Manager - Canada

Snipp is a fast-growing publicly listed company focused on building cutting-edge promotions, loyalty and shopper marketing technology solutions for brands. We work with some of the largest brands and agencies in North America, EMEA and increasingly internationally.

We're looking for smart, entrepreneurial people who enjoy challenges and working on cutting edge technology – no one will be holding your hand here. In exchange, we promise to pay you fairly, give you flexibility in how/ where you work and present you with lots of challenges so you will never be bored!

Position Overview

The Client Success Manager supports the sales team and clients during the sales process, ensuring client satisfaction and fulfillment of client promotions and or loyalty campaigns. Client Success Manager improves the sales process and productivity through excellent client service, supporting the client before and after a contract is completed, providing post-sale logistical support and identifying account growth opportunities and ensuring client for renewals.

This role handles the needs of existing clients and supports sales efforts. You will provide support for specific sales territories as assigned, contact clients, respond to sales inquires, create proposals, and accept and processing new orders. As a Client Success Manager you will work directly with Sales Reps and external clients daily and provide direct support to the sales department.

Note: This is not a Customer Service role. All Client Success Managers need to have extensive deep engagement experience with customers on an ongoing basis, i.e. building and growing relationships, not simply answering incoming customer questions.

Responsibilities

The job functions include, but are not limited to, the following:

- Autonomously managing communication with 20+ clients, with the aid of a team of technical managers, designers, developers, and QA personnel for support
- Maintain contact with key accounts
- Look for upsell opportunities
- But don't have to upsell, will have Sales Rep
- Resolve client problems, recommend modifications to products/services, and coordinate sales negotiation between clients and organization
- Work with sales and project managers to lead onboarding efforts and post-sale logistics
- Support clients during the initial onboarding phase of promotions and loyalty projects
- Billing (Scope Changes, Receipt bucket add-ons, Confirm Invoicing was sent)
- Provide support to Sales Rep throughout the entire sales process
- Respond to all inbound inquiries in assigned territory by sending requested information
- Update Data and entry into CRM (Zoho)
- Collaborate with our sales team to clarify and capture project requirements at a high level
- Assist sales team with RFPs and other sales presentations
- Coordinate with cross-functional teams to identify key milestones and set timelines
- Assist in collecting from clients the initial preparation and submission of project assets (creative assets, copy, brand approval applications, any other required applications)
- Request and follow up with client creative, as needed
- Schedule client meetings Sales Reps as needed
- Assist with special sales-related projects

Qualifications

Any combination equivalent to, but not limited to, the following:

- Minimum of 2 years relevant work experience required
- Intermediate proficiency in Microsoft Suite and working database experience preferred
- Working experience with CRM applications, Zoho preferred
- Proven strong problem solving and analytical skills
- Excellent oral and written communication
- Ability to support multiple members of the sales team and manage multiple tasks
- Ability to work in a highly energized team and comfortable with client-facing and business communication
- Ability to work within and meet expected assigned time-frames regularly



Environmental Job Requirements And Working Conditions

- Fully remote – Will work Eastern time-zone
- All prospective employees must pass a background check.

Benefits

- Full benefits and salary commensurate with experience.

About Snipp

Snipp is a global loyalty and promotions company with a singular focus: to develop disruptive engagement platforms that generate insights and drive sales. Our solutions include shopper marketing promotions, loyalty, rewards, rebates and data analytics, all of which are seamlessly integrated to provide a one-stop marketing technology platform. We also provide the services and expertise to design, execute and promote client programs. SnippCheck, our receipt processing engine, is the market leader for receipt-based purchase validation; SnippLoyalty is the only unified loyalty solution in the market for CPG brands. Snipp has powered hundreds of programs for Fortune 1000 brands and world-class agencies and partners.

Snipp is headquartered in Vancouver, Canada with a presence across the United States, Canada, Ireland, Europe, and India. The company is publicly listed on the Toronto Stock Venture Exchange (TSX-V) in Canada and is also quoted on the OTC Pink marketplace under the symbol SNIPF.

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