

Client Care Specialist (B2B SaaS)

Company Overview:

TalentClick Inc. (www.talentclick.com) is a software company specializing in predictive analytics for employers. In over 100 countries and in 20+ languages, organizations use TalentClick's behavioral assessments to hire and develop top performers. Clients say we are helping improve quality-of-hire, employee engagement, and productivity, while also helping decrease employee turnover, theft, fraud, harassment, violence, and safety-related incidents. Our cloud-based software platform is quick and easy to use, and we provide 'unlimited use' subscriptions which are so affordable that employers can assess everyone! Organizations using our tools include: Pepsi, Bacardi, CN Rail, State Farm Insurance, ICBC, BC Government, 911 Emergency Services, AMA, Canfor, West Fraser, Rocky Mountaineer, Herschel Backpacks, Joey Restaurants, Chicago Transit Authority, Philadelphia Transit (SEPTA), Valero Energy, Coast Hotels, Fluor, and many more. TalentClick was formed in 2012 and has won a number of awards as a fast-growing startup. This is your chance to join an amazing team that is making its mark on the world!

Position Description:

As the **Client Care Specialist** at TalentClick Inc., you will serve as the chief relationship builder to a wide range of employers across industries as they look to us to help them build great teams and great cultures. You will lead client-engagement programs, develop innovative approaches to client satisfaction and create service measurements of success for TalentClick clients (and our partners' clients). You will be a highly collaborative partner who is passionate about driving client happiness and delivering successful outcomes.

You will partner with TalentClick Sales, Marketing, and Technical Support to optimize the client experience to ensure that our clients achieve their desired outcomes. **The single most important objective is to increase renewals!** You will "own" our 'Net Promoter Score' and 'Client Renewal' metrics.

This role is full-time, but could possibly be part-time (24-30 hours/week) if desired, and reports to the *Director of Business Operations*. There is some flexibility in scheduling for the right candidate (though the nature of the role requires at least 4 hours each weekday). There is also some flexibility for a remote work-from-home arrangement, but you would be required to work at our headquarters at least one day per week (when the pandemic has subsided). Our office is based in downtown Vancouver one block from Waterfront Station, overlooking the beautiful waterfront and North Shore mountains.

The primary mode of contact with clients and partners is by phone and web meetings, and roughly 30% of your time will be spent making outbound calls to existing clients. Processes, email templates and phone guidelines have been developed to provide a starting point, which you should follow at first, but you may then work with TalentClick colleagues to revise as needed.

The logo for TalentClick, featuring the word "TalentClick" in a bold, green, sans-serif font.

Specific Duties:

Prospective Clients

- Handle enquiries from new, inbound leads from smaller organizations (typically <100 employees)
- Follow up after webinars, presentations (CPHR courses) etc. to suggest free trials
- Suggest new markets for new TC sales outreach, based on conversations with customers

New Clients and Partners

- Conduct online product training sessions
- Write & send *Thank You* notes to new clients and partners
- Check in 30, 60, and 90 days after onboarding and send Net Promoter Score survey

Current Clients and Partners

- Schedule and conduct regular check ins with clients, using the 'Conversation Guide' to gauge satisfaction
- Manage tier 1 technical support requests (eg. user management, link creation, portal use and functionality) and escalate to tier 2 if necessary
- Schedule and conduct regular check ins with partners to help them drive business
- Send NPS and CSS surveys
- Introduce new products, resources, upcoming events, webinars, case studies
- Obtain details for Customer Stories and Account Overview presentations (metrics data, usage info, testimonials)
- Obtain product feedback, learn what additional functionality clients and partners would like to see
- Learn if clients have new users who require training and then conduct product training
- Coordinate annual site visits for account managers with BC-based enterprise-level customers
- Coordinate possible site visits—as needed—for account managers with other enterprise customers globally

Client Renewals

- Run report of customers with agreements up for renewal
- Check in 60 days before renewal date (and inform account manager)
- Complete renewal paperwork (and inform account manager)
- Listen for upsell opportunities (and inform account manager)

Other

- Develop objectives, key results, dashboards and a system of review / accountability
- Run reports on customer engagement, renewals etc. to share with team
- Provide feedback & details to marketing for including in social media posts
- Work with Product and Marketing on developing Customer Story / Account Overview collateral
- Prepare and send daily activity reports to manager

Requirements:

You may be a good fit for our Client Care role if this describes you:

- Work Experience: 1+ year of client-relationship experience with customer service, sales, account management, project management, or training. Experience in B2B SaaS (software/tech) is preferred but not required. Knowledge of Human Resources technologies and a desire to support HR professionals is also an asset.
- Education: Bachelor's degree, preferably in Business/Commerce or a related field
- Skills: Excellent verbal and written skills. Superior ability with grammar, spelling, punctuation. (You will be tested!)
- Personality & Attributes: Outgoing, positive personality with high energy and desire to interact with people "live" on the telephone or web meetings. If, instead, you are prone to "call avoidance" and your preference would be to send emails instead, then this job would not be a good fit for you.
- A curious person who learns about your customers' business, partners with them to plan success, and continuously delivers their desired outcomes
- A process-oriented, analytical thinker who seeks to constantly assess the current state of systems, and implement improvements
- A collaborative team player who inspires action, coaches thoughtfully, strives for continuous improvement, practices & expects self-accountability
- A metrics-obsessed, data-driven problem solver who places great value on systems of record, looks for stories in the numbers, and acts based on quantitative insights
- Excellent critical thinking, analytical skills, and problem solving abilities

Compensation & Benefits:

1. A comprehensive compensation plan
2. Vacation: 3 weeks of vacation (plus all statutory holidays and your birthday off!)
3. Health Benefits package
4. Located in bright spacious downtown hi-tech business hub, one block from Skytrain station
5. Regular learning and networking opportunities (lunch & learns, workshops and events)

How to Apply:

Please email your resume to info@talentclick.com

We thank all applicants in advance. However, due to the volume of inquiries, we will only respond to qualified applicants whom we wish to interview.

TalentClick