



CURRENT OPPORTUNITY

Title: **Customer Success Manager**

Employment Type: **Full-time**

Experience: **Entry to Intermediate**

Join a dynamic team, focused on helping Municipal Governments “Advancing Government. Engaging Citizens.”

We are a software and service company with the goal of connecting and simplifying municipal information. We have seen year-over-year growth and are well positioned to increase our breadth and depth within the North American market. We are looking for a top-talent team member who can help take us to the next level!

About Catalis

Catalis is a fast-growing and award-winning technology company that serves municipal governments across North America. We offer competitive compensation, a hybrid or remote work policy, full paid vacation, and comprehensive health & dental benefits. We strive to be an example of a successful high-growth technology company, and our team members depend on each other to make it happen. This opportunity is based at Catalis Canada’s office located in Edmonton, Alberta or permanently remote. Our new (and expanding) office includes an innovative vibe with stand-up desks for all staff, foosball, ping pong, board games, an active social committee, fitness challenges, a rooftop patio, and more!

Position Overview

- Take ownership of the primary responsibility to keep and grow our customer base
- Serve as an advisor for our customers, providing expertise on a range of municipal topics, with a specialized focus on payment transactions and website management
- Manage a portfolio of customers, with a focus on expanding and diversifying the range of solutions they leverage
- Drive the adoption of Catalis solutions within the customer base, ensuring they derive maximum value from our offerings
- Strive for customer satisfaction to cultivate a base of referenceable customers
- Collaborate with internal departments, with emphasis on amplifying the customer's perspective
- Drive success by taking ownership of KPIs related to cross-selling, upselling, customer retention, and securing multi-year renewal contracts

Position Requirements.

- Bachelor's degree or diploma in one or more of the following areas is considered an asset:
 - Accounting, Finance, Sales, Marketing, Customer Success, Economic Development, Communications, Geography, Political Science, or Urban Planning
- Sales and/or customer success experience in SaaS is preferred
- Keen interest and experience in municipal government
- Ability to empathize and listen to customers



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- Ability to identify core issues and take ownership in the problem-solving process
 - Appreciation of technology and ability to communicate complex concepts into simple terms
 - Experience with local government software is an asset

To apply.

To apply, contact:

Email: joel.mazurkewich@catalisgov.com

Email subject: Opportunity: Customer Success Manager