



MUNISIGHT LTD.
10328 81 Ave NW
Edmonton, AB T6E 1X2
www.MuniSight.com

CURRENT OPPORTUNITY

Title: **Customer Success Specialist**

Employment Type: **Full-time**

Join a fun and dynamic team on the leading edge of software design and support

We are a top-tier GovTech software and service company focused on helping Municipal Governments simplify Municipal information to generate greater citizen engagement. Our brands include MuniSight, CAMA lot, Townfolio, All-Net, and Muniware. We are a rapidly growing team that is well positioned to increase our breadth and depth within the niche rural and small urban market. We are looking for high calibre team members who can help take us to the next level.

About you as the Customer Success Specialist

- You gravitate towards relationship management and cultivation. This is primarily a 'farmer' role
- You are a trusted advisor with existing knowledge or capacity to learn and become a subject matter expert on various municipal topics - economic development, planning, and asset management
- You regularly consult with clients through calls, service reviews, and on-site visits to ensure that they are receiving the full value of our products and services
- You will demonstrate a thorough understanding of the client's business needs
- You will advocate for the client at MuniSight help drive utilization for your assigned portfolio
- You excel at expanding cross sell and upsell opportunities and exceed monthly/quarterly/annual quotas
- You act as the conduit between third party client partners to serve common clients
- You collaborate well with cross-functional teams (Development/Operations/Marketing)
- Facilitate communication and build trust during new client onboardings

What you bring to the team

- Education or notable experience in one or more of the following areas is considered an asset:
 - Geography, Political Science, Urban Planning, Economic Development, Business, DataScience, Property Assessment, Sales, Marketing, or Customer Success
- A keen interest and experience in Municipal government, primarily in smaller, rural settings
- Previous enterprise sales experience in SaaS is preferred
- Experience managing and handling long and sometimes complex sales cycles
- Strong ability to empathize and listen to clients will be your superpower in this role
- Appreciation of technology, and ability to communicate complex concepts in simple terms
- Attention to detail with strong writing and communication skills
- Ability to effectively prioritize ongoing projects and tasks. Project management experience is a plus

About MuniSight and what we offer

At our office in Old Strathcona (Edmonton, Alberta), we have a fun and inviting work environment with all the modern fixings; stand up desks, meditating/quiet room, foosball, table tennis, and board games. We celebrate an active social committee, have fitness challenges, love our office dogs, lounge areas, and more!

We also offer competitive compensation, a hybrid work policy, full paid vacation, and comprehensive health & dental benefits. We focus a lot of energy on professional development as we want our employees to ride the wave and grow with our business.

To apply.

To apply, contact:

Email: admin@munisight.com

Email subject: Opportunity: Customer Success Specialist