

Position: Client Success Manager – North America

Reports to: Head of Client Success - Global

Rosterfy is a global software company, providing an industry-leading, end-to-end volunteer and workforce management platform to some of the world's biggest events & organizations. We are growing rapidly, with clients throughout APAC, the United States, the Middle East, and Europe. Due to our recent and ongoing client growth, we are looking to grow our client success team to keep up with market demand.

We have developed a SaaS-based workforce management platform that gives event organizers and volunteer managers the ability to streamline their workforce programs. Rosterfy serves non-profits, colleges / universities, cities & sports commissions, professional teams and major events. Our US Client Success team is based in Denver and works with clients such as the Super Bowl, Spartan Race, Colorado State University and Las Vegas Convention & Visitors Authority.

We view our company as revolutionizing a sector that is prime for disruption by bringing cutting-edge technology to organizations in need of a change. Rosterfy saves our clients time while increasing workforce engagement & retention year on year. At a time where technology and data holds great power, it is crucial that companies are true and responsible in a mission that technology is an enabler of positive change for people, the environment and organizations (not just profit). Rosterfy has this good vibe by the bucket loads.

The Role

The Rosterfy Client Success Manager will be responsible for managing the retention and satisfaction of our North American (currently the US and Canada) clients. You will act as the first level of contact for client onboarding, training and ongoing support. This role is a dynamic and exciting position to further assist our clients in building world class communities of volunteers and staff.

Key Responsibilities

- **Onboarding & Training:**
 - Work closely with new clients to understand and transform their workflow/s into a well-structured and relevant training plan.
 - Demonstrate our software through face-to-face and/or remote training sessions to individuals or groups of people from different industries, backgrounds and technical capabilities.
 - Assist the Business Development team during product demonstrations with prospective clients
- **Client Support:**
 - Provide customer support during US Business Hours to a dedicated and global client base via Zendesk, Phone, Email (occasional out of hours support may be required)
 - Provide ongoing support to your clients to enable them to continue to lead successful programs and be Rosterfy experts for their organization.
 - Transform complex workflows and concepts into well-written, visually pleasing educational support content for the Rosterfy knowledge base.
 - Paid travel to assist with client events or onboarding
- **Client Happiness, Renewals and Upsells:**
 - Strive for 90-95% client retention by combining a smooth onboarding process with continued client happiness and success
 - Identify opportunities for product upsells based on client needs and behaviours

- o Report key client success metrics to the Head of Client Success and share experiences/ideas with other global CS team members.

Required Skills and Experience

- 1-4 years experience in a Customer Success, SaaS account management or onboarding/implementation role, preferably within a technology business.
- Proficient in Microsoft Office Suite (or G Suite), specifically Excel/Google Sheets.
- Fast learner and confident in ability to understand new technologies
- High level of attention to detail.
- Proven ability to manage workload, displaying a high level of initiative and autonomy as required. - i.e ability to manage 8-15 clients ranging in need and strong ability to manage your calendar to reach goals
- Strong analytical and problem solving skills, with a strong focus on identifying and delivering solutions based outcomes - (Be a true partner to your clients internally and externally)
- High level of written and verbal communication skills.
- Proven Team player

Desirable Skills

- Experience with Customer Relationship Management (CRM) software, such as Salesforce.
- Background in event management, particularly workforce management.
- Desired Career growth: Either into Management or into Business Development

Why work at Rosterfy?

- Flexible work hours
- Competitive salary and commission package
- Contribution to health insurance
- Paid volunteer time
- Awesome PTO policy - 20 days off + paid US holidays + day off on your birthday!
- Summer Fridays & “Pow Days” during the winter
- Work travel and transport stipend or subsidy
- Professional development Stipend - Online courses, books, or training
- Get involved with a growing company impacting events and organizations across the world.. Learn more about our recent investment [here!](#)
- Be a member of a team that is committed to embracing a diverse workforce

Work Location: Denver, Colorado (Initially this will be a remote role working closely with our US and global team. If you are currently outside of Denver, Colorado, please still apply but understand that you will eventually be required to be based in Denver.)

Salary: \$70k OTE (\$65k Base + Commissions based on renewals & upsells)

How to Apply:

Please send your Resume and a 2-3 minute video introducing yourself, sharing why you're applying for the role and a story about the toughest experience you have had in a previous role to jobs@rosterfy.com with the subject line: 'First Name Last Name US CS Manager Application'

Rosterfy is an equal opportunity employer committed to embracing a diverse team from all sorts of backgrounds. It is our belief that this will allow us to make better decisions as a team with the appropriate levels of consideration when serving our clients around the world.