

Company Overview

TopClass LMS by WBT Systems provides the tools for associations and training organizations to become the preferred education provider in their market, delivering value to learners at every stage of their working life. Our award-winning learning system delivers impactful professional development experiences for continuing education and certification programs, and virtual conferences.

WBT Systems develops the industry-leading TopClass Learning Management System, named a Top 50 Learning Systems for 2020, Best Continuing Education & Association Learning System 2019, and #1 Association Learning Management System in 2015-2017. With a single point of support from our in-house integration experts, TopClass LMS easily integrates with a wide variety of systems to provide efficient administration and a unified learning experience.

Our focus is to support associations in using integrated learning technology to help drive digital transformation - resulting in growth in membership, increased revenues, and an enhanced learning experience. We believe in truly understanding our customer's challenges and partnering with them to ensure success. Celebrating 25 years of your learning, your way; our customers value our experienced team and flexibility in all we do.

Customer Success Manager Role

WBT systems is looking for a Customer Success Manager who is interested in using creativity to solve problems, build long-term relationships with our association customers, and help these customers to add value to their organisation with TopClass LMS. Customer Success Managers are the trusted inbound advisors for each of their customers. They have an intimate understanding of how their businesses work and what the businesses need to grow and thrive.

Your day-to-day is a mix of proactive and reactive work. The proactive work includes regular scheduled conversations with your customers, where you review their progress, make strategic and tactical recommendations, and keep them up to date on the latest and greatest features within TopClass LMS. The reactive work includes helping the customers with "how to" questions about the software and working with other internal teams to resolve issues.

This is a fantastic opportunity to work alongside multiple different departments within WBT systems to contribute to our customer centric focus and deliver amazing customer experiences.

This role is open for remote working during Covid with a return to the Dublin HQ when it is safe to do so.

Responsibilities

- Learn the full range of modules and systems features to be able to identify how this fits our customer's needs.
- Manage a portfolio of customers within the Customer Success team.
- Partner closely with customers to understand their needs and act as their trusted advisor, helping to shape and deliver a robust ongoing plan to achieve their goals with TopClass LMS.
- Identify opportunities for customers to expand the value they get from TopClass LMS with additional services e.g training, consultation
- Join the Onboarding process to build relationships with Stakeholders and partner with Onboarding Specialists to ensure a seamless transition post-launch.

- Be the voice of the customer internally to make sure customer needs are prioritized
 - Communicate changing customer needs to the product development team to help guide and enhance the product development roadmap
 - Provide feedback to the product development team as new features are developed
 - Work on projects within the customer success team to proactively improve the customer journey
- Essential Experience and Skills

Essential Skills

- Fluency in English
- Drive and energy; you enjoy the challenge of working in a fast-paced, high-growth environment.
- High attention to detail and ability to multitask.
- Motivated self-starter, with an aptitude to learn quickly and independently on the job
- A deep passion for technology and enjoy getting into the weeds of products
- Ability to make complex topics simple to understand
- Collaborative working practice and a strong focus on open communication, ensuring that customers' needs, and opportunities are clear across the business.
- A strong track-record of success in past roles working with customers and developing strong relationships.
- Good judgment in analysing information to make confident decisions.
- 1-2 years consulting, account management or customer success experience, preferably in a SAAS software company.
- Excellent communication and presentation skills, the ability to leverage different communication channels including in person, email, and webinar.
- Excellent organizational skills and the ability to focus on current customer needs while anticipating future opportunities.
- Friendly and supportive to both our customers and colleagues whilst maintaining a fun working atmosphere.

Bonus Skills

- Experience with TopClass LMS or other SaaS learning management tools
- Experience troubleshooting and helping to resolve technical issues
- Prior experience working with international customers – North America in particular

Terms

Permanent, Full time

Benefits

- Excellent remuneration
- Pension
- Health Insurance
- Up to 25 days annual holidays
- City centre location