

## Why HockeyTech?

### ***Because Our People Are Our Greatest Strength!***

As the world-wide leader in providing hockey-related technologies, analytics and information services, HockeyTech represents a unique opportunity for select individuals. People like you know that hockey is more than just a sport- it's a way of life.

#### **What we are looking for.....**

As a rapidly growing company, we recognize the need to enhance our ability to properly service our customers. We are looking for an exceptional ***Customer Success Manager*** who will oversee two distinct teams responsible for delivering our services. The right individual will need to bring a positive attitude, have a solid understanding of technology, recognize the value of focusing on fanatical service, and have experience managing cross-functional teams that can often be competitive.

The cornerstone to the right candidate will be an ability to manage people, process, and technology to enhance delivery and ultimately achieve Customer Success.

#### **Here are just some of skills you need to possess...**

A successful ***Customer Success Manager*** will work both strategically (defining, developing, and implementing innovative ways to enhance our customers' experience with us) and tactically (managing the implementation of the strategy and day-to-day operations of the teams) to achieve Customer Success.

You will define and communicate service standards to the team, develop and implement policies and procedures, and develop and facilitate specific training requirements. Evaluating employee performance and working with Human Resources on performance plans will also be a key component of your success.

You will plan and prioritize work tasks within the team to ensure a smooth workflow and collaborate on changes to work flow processes while continuously monitoring customer needs and making recommendations to management. Growth is imminent; so you must be a strong and outgoing leader, you must motivate and inspire your team, and constantly demonstrate leadership, coaching and guidance.

#### **In addition,**

- ✓ You have managed a team of CSR's for a minimum of 5 years
- ✓ Have knowledge of various CMS platforms and a range of web related services
- ✓ Experience working with a fast growing company
- ✓ Good knowledge of business processes (Sales, Support, Service)
- ✓ You have excellent verbal and written communication skills
- ✓ You can effectively manage time and multitask
- ✓ Detailed oriented with ability to implement and manage processes.
- ✓ Have a deep understanding of the inner workings of Hockey Leagues, Teams and Governing Bodies
- ✓ You must be flexible so you can work hours to accommodate the needs of our customers

#### **Bonus scores for:**

- ✓ French language skills would be great!
- ✓ A love for sports and Hockey

**We've got you covered.....**

HockeyTech offers an excellent work environment, competitive pay, and Company paid group benefits program, including other great incentives. We're committed to an inclusive, accessible work environment, where all employees feel valued, respected and supported.

To apply please send your complete resume to [careers@hockeytech.com](mailto:careers@hockeytech.com)

Only applicants selected for an interview will be contacted.

We will happily provide accommodation for applicants with disabilities as part of its recruitment process. If you are contacted to arrange for an interview or testing, please advise us if you require additional accommodation.