

## Customer Success Engineer (Toronto)

Cubigo is a fully customizable integrated community platform that connects staff, residents and family members within senior living. We digitize the daily services in these communities including activities, communication, dining, maintenance and transportation. We increase staff efficiency, improve workflows, foster resident empowerment and enable family involvement. The Cubigo technology provides reporting & analytics, roles & rights management, wellness tracking and smart integrations with your software partners.

Cubigo is looking for a high energy, passionate, and motivated Customer Success Engineer to join our team in Toronto. At Cubigo we pride ourselves on exceptional client experience, with a strong focus on creating Cubigo brand enthusiasts. You will be responsible for delivering excellent customer service to clients (corporate organizations and their end-users) and provide direction to the staff on process and intent of the client program.

We are in a fast-paced growth environment. If you're passionate rolling up your sleeves, work in multiple exciting transformational projects and thrive in ambiguity, you will create success for yourself, the client and the company while being in the forefront of an industry in change.

### 1. Role:

As a Customer Success Engineer you will be the Business to Human interaction at the heart of our clients Cubigo experience, quickly solving customer problems, answering questions and making sure their feedback (good or bad) is heard by the right teams. You will handle requests from corporate users and end-users through our customer success platform and from your colleagues that are on-site. So, your primary goal will be to improve customer retention and end user engagement to the Cubigo platform. Therefore you will closely zoom in on dashboards patterns and metrics from our clients to identify trends and modify ineffective operational processes to avoid potential service issues. You will participate in after sales, internal and external at client site when needed. Reporting to Cubigo account managers on opportunities for upselling will be one of your daily challenges. Creating internal and external knowledge and communicate best practices will also be one of your key tasks.

### 2. Responsibilities:

- Become an expert in our products (Cubigo platform modules, API based solutions,..)
- Resolve customer service issues and manage complex customer service.
- Manage customer's expectations and experience in a way that results in higher customer engagement and satisfaction..
- Document and help improve user experience implementing online engagement tools as Appcues, process instructional videos, webinars etc.
- Develop and maintain technical expertise in assigned areas of product functionality and utilize that expertise effectively to help customers.
- Oversee and report the resolution of critical technical issues, ensuring prompt and complete resolution to technical challenges and business issues.
- Create knowledge base content dedicated towards operational efficiency while also empowering and enabling the greater support community.
- Inform clients about new functionalities and features.

### 3. Skills and qualifications:

- Social and personable – strong communication skills with the ability to establish and maintain trust with individuals at various levels of internal and client organizations.
- Resilient and able to manage unhappy situations
- Practical thinker with strong execution skills.
- Creative-minded do'er with the ability to investigate, troubleshoot, and resolve issues by finding workarounds as well as evaluating where product change is needed.
- Ability to manage and interact with different types of teams (customer, engineering, data management, product, external partners, etc.) .
- Familiarity with customer success processes, UX assessment.
- Experience utilizing customer service software and other standard product management tools such as Zendesk, Aha! is a plus.
- Experience with B2B SaaS systems implementation in health and/or senior living a plus.
- Experience in a startup environment is a plus.

### 4. Advantages:

- Working in a dynamic fast-growing international scale-up
- Monthly personal budget for training (professional development programs)
- Room for personal input and professional growth
- On-site free coffee and tea
- Monthly team outings

Cubigo operates in team-based environment, supporting each other as we grow rapidly in 2020 and beyond. We expect professional self-starters with positive energy to be the advocate for our clients as they enter into a new Cubigo-enabled world that is transforming the industry.

#### *EEOC Statement*

*Cubigo provides equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, pregnancy, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, Cubigo will provide reasonable accommodations for qualified individuals with disabilities.*