

Our client is a fast-growing Agriculture technology company based in the United States. Built on a foundation of empowering employees, adapting to the market, and a distributed team model they have successfully entered the Canadian market. Early partnerships with national, cooperative, and independent retailers have set the stage for the development of a commercial team. Customer Success Managers are tasked with ensuring the success of their partners in launching their Grower Portal and engaging with customers using a suite of innovative digital tools. Customer service, retention and business development are the goals of each Customer Success Manager in Canada by putting customer needs and satisfaction above all else.

## Customer Success Manager

### Western Canada

Reporting to the Vice President of Customer Success, you will:

- Manage the business partnerships with key accounts within specific regions in Western Canada by ensuring client success using the company's digital engagement platform.
- Develop lasting relationships with clients, from onboarding to ongoing engagement with new tools, resources, and add-ons to the platform.
- Lead the launch and onboarding process for new partners by educating and coaching teams on the benefits of their new digital tools and how to use them effectively.
- Develop strategies to enable partners to build a stronger bond with their grower customers, while increasing their margins, reducing their costs of sale, and improving efficiencies for their producers.
- Wear multiple hats, adapt to changing priorities, and work within a degree of ambiguity as the company and software platform evolve to meet market and customer needs.
- Collaborate with the team of Customer Success Managers in Canada and the United States, sharing insights, customer feedback and learnings from client onboarding and training.

Your background includes:

- A background and experience in Agronomy, Agribusiness, Ag-Tech or Farm Management with a strong understanding of the crop inputs purchasing process.
- Strong verbal and written communication skills with a track record of influencing key stakeholders in an agriculture sector.
- Excellent listening and problem-solving skills with a solutions-driven approach to customer service, account management and business development.
- A humble, adaptable, and curious personality, who is always looking to learn and collaborate.

This role will include travel across Western Canada to meet business demands. Compensation package is dependent on experience level and includes equity opportunities in the company.

# LITHERLAND & CO

To learn more about this position and our client, contact Brook Coatsworth at [bmc@litherlandco.com](mailto:bmc@litherlandco.com) or by phone at 416-868-4888 Ext. 5 quoting "Customer Success Manager – 220910"

*Litherland & Co. is dedicated to fair and equal opportunities for all applicants. Candidates are selected upon the highest level of equity, diversity, and inclusion across the organization and throughout its hiring process. If you are selected for an interview and require accommodations, arrangements will be made for your convenience throughout the recruitment.*