

ROLE PROFILE

Title:	Manager, Client Success
Function:	Client Success
Reports To:	Director, Client Success
Location:	Toronto
Type:	Full-Time

About Us:

At Exchange Solutions, we believe in a culture of shared purpose, personal growth, and diversity. Our team celebrates uniqueness and thrives on collaboration, delivering exceptional client experiences while maintaining a balanced and fulfilling work life.

Role Overview:

As a Manager, Client Success, you'll take ownership of key client relationships, ensuring day-to-day operations run smoothly while also acting as a strategic partner. You'll work closely with internal teams to implement solutions that meet client objectives and drive loyalty program success. Your ability to influence, negotiate, and align cross-functional teams will be essential in creating win-win outcomes for both clients and Exchange Solutions

A Day in the Life:

In this role, you'll be the primary point of contact for your clients, balancing operational responsibilities with strategic initiatives. You'll work closely with clients to lead onboarding efforts onto the Exchange Solutions Platform to deliver value, and ensure your clients are achieving their desired outcomes. Whether you're working through a complex project timeline or identifying a new opportunity to innovate, your day will be dynamic and impactful.

Key Responsibilities

- Develop and maintain strong relationships with key clients, ensuring high levels of satisfaction across your portfolio.
- Collaborate with clients to understand their business needs and align Exchange Solutions' offerings to drive results. Partner with internal teams (Sales, Analytics, Technology) to develop innovative solutions and contribute to the overall growth strategy.

- Lead the execution of Statement of Work (SOW) projects, ensuring on-time delivery and exceeding client expectations. Oversee tasks such as resource management, documentation, reporting, and issue resolution, balancing day-to-day operations with long-term strategic goals.
- Serve as an advisor to clients by providing insights and recommendations that enhance client loyalty and retention. Actively manage client feedback and data to continuously improve performance and outcomes.
- Work with cross-functional teams to deliver seamless client solutions, fostering an environment of collaboration, accountability, and innovation.
- Ensure adherence to processes that streamline account operations and increase team productivity. Identify opportunities for continuous improvement within client operations.

Key Skills & Qualifications:

- Post-secondary education with a degree in business, marketing, or a related field.
- 5+ years of experience in client success, loyalty marketing, or business analysis, preferably at a solutions provider or retailer.
- 3-5 years of program/project management experience, leading teams to complete significant projects under tight deadlines. PMP certification is an asset.
- Strong business acumen, with the ability to develop strategic recommendations that drive client success and company growth.
- Superior communication skills, both verbal and written, with the ability to influence, align, and foster accountability across different teams and levels.
- Experience with analytics-driven problem-solving, using data to make informed decisions and mitigate risks.
- Proficient technical understanding, able to translate complex product features into business value for clients.
- Excellent organizational and time management skills, able to multitask and prioritize in a fast-paced environment.
- Experience with SAFe or Agile methodologies is an asset