



## Customer Success Manager

### About the job

**Employment Type:** Permanent. Full-time [5 days per week]

**Location:** Port Coquitlam, BC.

**Anticipated Start Date:** As soon as possible

**Salary Range:** \$50,000-\$60,000

### About Real Time Networks

Looking to start your career with an exciting, growing company?

Real Time Networks Inc is a Port Coquitlam B.C. Canada based company experiencing rapid growth and continued success in the marketplace. Real Time Networks delivers enhanced security, real-time accountability, and operational efficiency through intelligent key and asset management solutions for organizations.

### The opportunity

We are looking for a proactive and relationship-driven **Customer Success Manager** to support and guide our customers throughout their lifecycle. You'll be the main point of contact for assigned strategic accounts, ensuring customers have fully adopted their RTN solution, are meeting their success criteria and maximizing the value of our solutions.

In this role, you'll build deep relationships with key stakeholders, support onboarding and training, and serve as an advocate for your customers internally. You'll also be responsible for managing the renewal of annual support plans and license fees—focusing on ensuring a smooth, value-driven renewal experience that aligns with each customer's evolving needs. The ideal candidate is a thoughtful relationship-builder who excels at understanding customer needs and translating them into meaningful outcomes. They are proactive, organized, and comfortable working across all levels of an organization.

### Responsibilities:

#### Relationship Management

- Serve as the primary point of contact for assigned customers, fostering trust and engagement.
- Develop and maintain strong, long-lasting, multi-threaded relationships with key stakeholders and decision-makers within assigned customer organizations.
- Provide regularly check ins with assigned customers to address challenges, answer questions, and provide tailored recommendations.
- Meet or exceed key performance indicators (KPIs) related to customer satisfaction, retention, and revenue growth.
- Track and analyze customer performance metrics to identify areas for improvement and ensure customers are achieving their goals.
- Report on customer success metrics and provide actionable insights to leadership.
- Identify and cultivate potential customer advocates by building strong relationships and securing agreement to serve as references for case studies, sales engagements, and marketing initiatives.

#### Customer Advocacy and Issue Resolution

- Act as the voice of the customer, providing feedback to internal teams to enhance products and services.
- Proactively address and resolve customer issues, escalating as necessary to ensure timely and satisfactory resolution.

#### Renewals and Upsells:

- Manage communication and processing of customers' annual service plan renewals and annual license fee payments.

- Use a consultative approach to engage customers not currently on a support plan, helping them recognize the value of enhanced services.
- Identify new revenue generating opportunities and work closely with the sales team to drive revenue growth.

#### **Enterprise Customer Onboarding and Training**

- Support Enterprise customers, helping them maximize the value of our products/services.
- Set up assigned Enterprise customers for success by providing Customer Success overview, enabling portal access, signing up for newsletters.

#### **Education and Experience:**

- 3-5 years experience in Customer Success, Customer Support, Account Management, or a similar customer-facing role.
- Experience in a B2B environment.
- Bachelor's degree in Business, Communication, Marketing or related field.

#### **What you bring:**

- **A customer-first mindset** with exceptional communication and relationship-building skills, driven by a passion for helping customers succeed.
- **Proactive, self-motivated, and collaborative**, with a strong sense of ownership and the ability to thrive in both independent and team environments.
- Proven strength in **managing multiple priorities, solving complex problems**, and driving outcomes that align with customer and business goals.
- Experience with **SaaS or tech-driven solutions**, and proficiency in CRM tools—Salesforce experience is a strong asset.

#### **What we offer:**

- A competitive salary commensurate with experience and education.
- A comprehensive benefits program including extended medical and group insurance.
- Professional Growth, education assistance and clear pathway for career progression
- RRSP matching and bonus eligibly after probationary period.

#### **Diversity & Inclusion**

RTN is an equal opportunity employer who is committed to an inclusive and diverse workforce, equity in employment and fostering a barrier-free environment.

We strive to include perspectives from those that vary by race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, and disability. If accommodation is required at any point in the recruitment process, please contact a member of our Recruitment Team.

#### **How to apply**

Send your resume and cover letter to [contact@realtimenevents.com](mailto:contact@realtimenevents.com) indicating **CSM Ref: 04.2025** in the subject line. We strongly encourage applicants to apply as soon as possible, as we will review resumes and schedule interviews as they arrive. This position will remain open until filled.

Real Time Networks thanks all applicants for their interest and advises that only those selected for an interview will be contacted. No phone calls please.