

Employment Posting

Position Title: Client Relationship Manager | Payment Processing

Employment Terms: Full-time

Reports To: Director of Operations

Department: Customer Care

Date Posted: 8/3/2018

Location: Montréal Old-Port

Position Summary

As key member of our Client Relationship Management team, you will work closely with the Director of Operations, to maintain relationships with our new and existing FlexPay clients. You will be responsible for the day to day communication with our SaaS customers, establishing relationships with new clients as they are transitioned from onboarding, understanding the services and reporting that we offer, and facilitating the clients experience with the FlexPay team.

You will need to use your relationship building skills to guide the clients through their first interactions with our platform, and build their trust in our team and our software. You're the type of person who loves autonomy and the freedom to manage your customer relationship how you see fit. We are a small and growing team, and this is your opportunity to get in on the ground floor and help us develop our client management strategy. You're always learning because you're genuinely curious and always looking to grow.

Responsibilities:

A day in the life of this position includes managing internal and external stakeholders, understanding our clients wants and needs, and working closely with the product development team to ensure that we can respond to those needs in a timely and efficient manner. If you're a customer advocate and want to be involved in the growth of an exciting new software, this is the position for you. Your responsibilities include:

- Understand the customer organization and how our product and services can support them
- Proactively work with the individual clients to highlight FlexPay's value
- Educate and support customers on best practices, and the use and benefit of our products and services
- Be the leading customer advocate
- Empathize with every aspect of the customer experience, putting customers' needs first.
- Develop Customer Success assets and methods, and work with product marketing to create new or refine existing onboarding materials.

- Drive customer advocacy, through references, case studies, and referrals.
- Own customer retention and influence growth of customer lifetime value.
- Interact and work with the Customer Support Manager team to develop a complete and integrated customer experience.
- Prioritize and funnel customer feedback to the Product Management team to optimize the user experience
- Manage the outsourced onboarding agency in getting FlexPay and the various CRMs setup for our customers.

Qualifications:

- You possess a Bachelor's degree or higher
- You have three to five years in the payment processing or merchant banking environment.
- You are a self-starter driven by success with attention to detail.
- You know how to manage a relationship with small and large businesses.
- You have a solid understanding of business performance metrics, and a willingness to embrace data.
- You are an excellent communicator with the ability to sell and convince.
- You work well with a team and are not afraid to share your ideas.
- You are an adaptive learner who strives for challenges at all times.

Benefits:

Tungsten Revenue invests in its employees by offering the following benefits:

- Unlimited paid vacations
- Flexible hours
- Relaxed dress code
- Group RRSP program
- Bi-Weekly free lunches
- Fresh and healthy snacks
- Comprehensive group insurance package
- Regular offsite company events
- Supports continuous learning and development
- In-office showers, kitchen, rec-room, bike parking
- Universal profit sharing program

About FlexPay

Tungsten Revenue has been a marketer since its inception. We understand the challenges that merchants face, whether they are sales, fulfilment and especially payments processing.

Our business was almost entirely credit card based and processing card-not-present transactions poses a range of problems. To scratch our own itch, we built FlexPay, an Enhanced Payment Gateway. It mitigates against these problems on a transaction-by-transaction basis with a proprietary, statistics-based decline salvage and risk balancing strategy. FlexPay has become the cornerstone of our business and has supplanted direct to consumer marketing as our core activity.

Tungsten Revenue was named #10 in Canada as one of **2017's Great Places to Work**. We are a dynamic and welcoming company that strives to hire the best and brightest people. We've been told that that we suffer from a "Never Good Enough" syndrome, and we proudly embrace it. We are looking for people who are never satisfied with themselves or their company, constantly pushing to improve both.

Once through our doors, you'll discover a dynamic and culture focused organization that offers an exceptional work environment. Efficiency is one of our core values and we endeavor to eliminate, automate, or outsource the mundane and repetitive both for ourselves and our partners. You are given the autonomy to have a substantial impact on the performance of the company and your work will be creative and challenging. **It will never be boring.** If you're the type of person that thrives in an environment of smart, driven, and competent colleagues, then you may have found your home.

To learn more about this position, please send an email to careers@flexpay.io.