



## CUSTOMER SUCCESS COORDINATOR

Limelight is looking for Customer Success Coordinator to join the Client Services team at a world-class experience marketing software company, a unique blend of SaaS and service. Our venture-backed company is growing fast, adding new jobs every month, and providing fast-track opportunities for career growth.

You will be joining a dynamic team of energetic and intelligent individuals focused on delivering innovative solutions for a wide range of customers such as BMW, Porsche, GM, Toyota, RBC, Nationwide, Kellogg's and many more!

The successful candidate will work closely with our Client Services and Sales teams to help deliver the best technology and customer service experience on the Limelight Platform. This includes executing project builds, documentation, and training as directed, as well as working with cross functional teams within the organization. As a Customer Success Coordinator, you will support client account activities, provide feedback on workflows and be responsible for the successful management and execution of projects/programs. Day-to-day communication with the client is required as well as presentations in-person and online. The ability to gather requirements, draft Project briefs, create work-back schedules and organizing assets will be needed. You will be participating in the creation of client training material or support documentation. You will provide solutions to all client inquiries or issues while ensuring client satisfaction along all processes.

At Limelight, we strive to make every day a fun, valuable work experience, where team members are encouraged, supported, and given the opportunity to do work that is meaningful to them. We have all the perks, sure, but the big thing at Limelight is very simple: we treat each and every team member the way they want to be treated. From flex hours, to work from home days to team-driven personal development plans, Limelight is responsible for giving you a work experience that you enjoy, that you excel at, and that you can balance with the rest of your life.

This is a full-time, hybrid role at our Toronto office located off the Yonge-Bloor subway line.



### What You'll Be Responsible For:

- Working with your assigned Clients and providing the best service and solutions
- Evaluate and prioritize client questions and inquiries
- Use creative solutions to gather information that helps identify, understand, troubleshoot, and resolve client issues
- Help clients become self-sufficient by walking them through solutions and guiding them to appropriate resources
- Work with our internal team to ensure program delivery to the highest standards
- Being an expert on navigating and building on Limelight's platform and knowing best practices in-depth to be able to answer any questions that come your way
- Identify technical issues and collaborate with internal teams on a resolution
- Accurately and thoroughly document all client interactions
- Share insights, experiences, and lessons learned with your team
- Being readily available on multiple channels (email and slack are the most common)
- Maintaining a minimal level of availability off-hours and on weekends to respond to urgent customer inquiries, and an increased level of availability closer to a customer's event

### What You'll Bring:

- Minimum 1 year of experience in a client facing role in customer success, customer service or account management role, preferably in SaaS or Agency industry
- Extremely strong written and verbal communication skills (English)
- Positive 'can-do' attitude, solutions focused with high level of customer service
- Excellent time management and organizational skills
- Ability to manage multiple clients and projects at one time
- Acute attention to details and prides themselves on high quality outputs
- Proactive and resourceful with a strong aptitude for learning new technology, and understanding of SaaS products
- Expertise in troubleshooting and creative problem solving
- Experience with Project Management tools such as TeamWork or Asana
- Working knowledge of Slack, Gsuite and video conferencing tools
- A great team player with ability to work independently
- Experience working in small business environments is an advantage
- University/College degree or equivalent

### Our Culture

At Limelight, we strive to make everyday a fun, valuable work experience, where team members are encouraged, supported, and given the chance to do work that is meaningful to them.



### We Offer You:

- The opportunity to create a more connected world, one experience at a time;
- The chance to have an impact in an early-stage, well-funded company that is growing quickly;
- Being part of a team of hard-working, ambitious and caring individuals who will help you learn and grow professionally;
- We have all the perks: great downtown location, snacks, flex work hours, work from home days, team-driven personal development plans, just to mention a few.
- The big thing at Limelight is very simple: we treat each and every team member the way we want to be treated.
- As a company, we believe in giving you a work experience that you enjoy, that you excel at, and that you can balance with the rest of your life.

### About Limelight

Limelight's technology and team turn branded experiences into the results brands and agencies need. We partner with some of the world's leading brands to create amazing consumer experiences and dramatically better results, all backed by data and analytics. A Silicon Valley venture backed company, Limelight boasts more than 25 Fortune 500 brands as customers and is growing every month. For more information, please visit: [www.limelightplatform.com](http://www.limelightplatform.com).

### Next Steps

To apply, send a cover letter and résumé to [Careers@limelightplatform.com](mailto:Careers@limelightplatform.com) with the subject: Customer Success Coordinator. We thank everyone for applying, however, only those candidates who have been selected will be contacted. No phone calls please.

Visit [www.limelightplatform.com](http://www.limelightplatform.com) to learn more about us.

A diverse and inclusive workplace where we learn from each other is core to Limelight's values. We are an equal opportunity employer; a company of people of varied backgrounds, experiences, abilities and perspectives. Limelight welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

We thank you for your interest in Limelight.