What would you do in this role?

You will support Actenum's sales efforts by working with new and existing customers to:
- Ensure their retention and "lifetime" satisfaction.
- Identify opportunities for revenue expansion.
- Assist with identification of opportunities for improvement of Actenum's products and services.
- Communicate information about product enhancements and their expected benefits/value.

These activities will require close collaboration with the Sales, Services, and Product Development teams, and will position the company for increased new customer acquisition, together with revenue growth in existing customers.

What would be expected of you?

In this role you would focus on multiple aspects of Customer Success:

Customer Onboarding and Implementation
You will assist the Sales and Services teams with various activities related to each new customer, from the point of acquisition to their successful use of Actenum products

Knowledge Enablement
You will assist the Sales, Services, Product Management, and Product Development teams to coordinate customer-specific new product information sessions, product roadmap presentations, training webinars, Knowledge Base access, etc.

Identification of Growth Opportunities
You will focus on building loyalty and long-term customer retention by addressing customer issues, and helping the sales team with upsells and renewals.
- Help identify, document and communicate expansion opportunities.
- Schedule and track status of actions from annual internal and external management review meetings.
- Monitor Technical Support tickets to identify and report Service and Sales opportunities to account managers.

Identification of Churn Risk

You will identify the possibility of any risk of customer "churn" or cancellation, coordinating an appropriate response with the account manager.

Ongoing Customer Relationship Management
- Coordinate Support reviews (quarterly/annually)
- Coordinate Services reviews following completion of Services engagements
- Monitor customer satisfaction through appropriate use of surveys and review meetings
- Develop / Implement internal process playbooks for "meaningful events" to improve consistency, structure, quality, and effectiveness of Actenum response (examples: "failed onboarding", "100% Utilization", "Champion Leaves", "Acquisition").
- Coordinate User Group liaison / events

What skills and experience do you need?

- Bachelor's Degree in Business, or five years of relevant business experience.
- Relevant experience in a customer-facing corporate environment.
- Prior experience working cross-functionally with software sales, implementation services, technical support, product management, and development teams.
- Ability to stay cool under pressure, and diplomatically influence others when things become hectic.
- Excellent written and verbal communication skills.
- Attention to detail and a structured approach to time management.

Contact us

If you are interested in this position and believe that you possess the required skills and experience outlined above, please send a copy of your resume, together with a covering letter describing your goals and interests, to: info@actenum.com.

Please note that we carefully review each application that we receive, but we will only contact you if we would like to interview you.

About Actenum Corporation

Actenum Corporation develops advanced software for scheduling upstream operations.

Our products create shareholder value for our clients by increasing operational efficiency, reducing cycle times, and improving collaboration within project teams. And we combine deep knowledge of optimization and up-stream scheduling best practices to provide tangible improvements to drilling program productivity.

We offer a challenging and dynamic environment where you can bring your skills and experience to bear on important issues facing major oil & gas organizations. We put a premium on delivering innovative and quality solutions, while having fun doing it.