



# CUSTOMER SUCCESS MANAGER



**Too often, oil and gas field operations teams are tasked to do the impossible:** maximize production, keep costs low and ensure impeccable compliance all while the data and communication coming at them can be overwhelming. We provide a software platform that synthesizes data, and draws on human intuition, to equip operations teams to perform at their best. With EZ Ops, operations teams can generate the cleanest most profitable hydrocarbons in the world.

**We are looking for a Customer Success Manager with experience serving oil and gas customers to help us grow our relationships, revenue and the value we provide our users.**

If you respect how tough working in the oilfield can be and want to contribute to a responsible, sustainable and competitive O&G industry then this role could be a great fit. Our rapidly-growing EZ Ops team has a bold vision, a product we stand behind, and a culture of innovation and accountability - all of which has earned us a reputation for great service and 100% adoption in the field.

## JOB DESCRIPTION

**TITLE:** CUSTOMER SUCCESS MANAGER

**REPORTS TO:** DIRECTOR CUSTOMER SUCCESS + CEO

**LOCATION:** EDMONTON, AB

**JOB SUMMARY:** Reporting to the Director of Customer Success & CEO, the Customer Success Manager plays a key role in retaining and growing relationships with customers. CSMs aim to increase customer satisfaction, deepen understanding of the value EZ Ops can provide, educate on new capabilities or products and support adoption. They also act as an advocate for the customer internally - in product development and strategic planning.

## DUTIES AND RESPONSIBILITIES

- Establish a trusted advisor relationship with customers (including executives, field teams, IT), aligning EZ Ops value with their goals. Meet virtually and in-person, some travel is required.
- Demonstrate exceptional knowledge of EZ Ops software, its value in various customer use cases and advocate for adoption.
- Create, present and execute strategic account plans that map customer goals to solutions, measure progress to foster adoption, loyalty and satisfaction. Work in collaboration with the Sales Team on cross-sell opportunities.
- Conduct reviews with a high degree of customer empathy to assess customer satisfaction, identify sales and feature enhancement opportunities aligned to their goals.
- Serve as customer advocate with internal teams, consult to seek solutions to customer issues, and provide outlook on evolving needs.
- Communicate delivery timelines and set realistic expectations with customers. Convey both good news and difficult messages clearly and respectfully, to preserve customer trust.
- Identify potential barriers to customer adoption and growth based on customer research and industry knowledge and collaborate with sales, product and leadership teams to recommend and implement strategies to improve.
- Conduct EZ Ops demonstrations in-person, online, and through lunch-and-learns for small and large groups to support ongoing education or onboarding. Look for opportunities to deliver more value to users.
- May need to train head office users on how to use EZ Ops.

Learn more about us at  
[www.ezops.ca](http://www.ezops.ca)





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## QUALIFICATIONS

- 1-3 years experience in a customer facing role with demonstrated success in serving customer evolving needs.
- Intermediate knowledge of the oil and gas upstream industry.
- Bachelor's degree in Business or equivalent.
- Track record of establishing and maintaining business relationships at a c-level and with field operations personnel.
- Proven experience in managing customer requirements and translating them into technology solutions.
- Can-do attitude - you continue to perform at your best and continue to collaborate well with the team when the pressure is on.
- Agile and adaptable - you are comfortable performing various roles and adapting to the unexpected in a technology startup.

## TECHNOLOGIES USED

- Hubspot CRM
- EZ Ops - Field operations management platform
- MS Office 365
- Google Suite

## HOW TO APPLY

We believe that diverse perspectives produce and promote innovation and business success. We welcome exceptional people with an entrepreneurial spirit to join our innovative, fast-paced, rapidly growing company. Our corporate diversity encompasses differences in ethnicity, gender identity or expression, language, age, sexual orientation, religion, socio-economic status, physical and mental ability and education.

**WANT TO JOIN US? SEND YOUR COVER LETTER AND RESUME TO  
[APPLY@EZOPS.CA](mailto:APPLY@EZOPS.CA)**

