



Account Manager

Are you a people person with a passion for digital transformation? Are you an excellent communicator with experience in project management? Are you looking for an opportunity to use your organization and people skills to drive growth for an innovative, Calgary-based SaaS company?

We are looking for a dynamic, creative professional with exceptional organizational skills, high attention to detail and team player to join our Account Management team. A successful Account Manager sees themselves as a partner with our clients and strives to provide the best experience for them as possible.

What you'll be doing:

As a member of our growing team, you will be responsible for the successful onboarding and implementation of WaitWell for potential and new clients across North America. You will be responsible for the pre-sale work for in-bound sales, onboarding, training, customer service and the overall relationship with the clients in your portfolio.

- Reply in to inbound sales queries
- Configure demo or trial sites
- Design and refine WaitWell workflows to match customer requirements
- Work to convert trials and demos to sales
- Effectively manage and build relationships with key contacts at each customer location
- Provide training to clients on how to use WaitWell
- Proactively check in with clients to ensure ongoing satisfaction
- Keep current customers apprised of product enhancements and available upgrades
- Liaise with Product Management to deliver product enhancement or customization when necessary to ensure customer success
- Collaborate with Marketing to ensure marketing messaging matches customer use cases
- Attend occasional conferences or trade shows to promote WaitWell and strengthen connections in our target markets

What you'll need:

- Exceptional customer service, ability to problem solve and find creative solutions
- A degree or diploma in technology, business or related field
- 2-5 years of work in a SaaS environment, preferably in Customer support or Sales
- Exceptional logistic, communication, and project management skills, with the capacity to manage multiple projects simultaneously



- Experience in managing service delivery in a high-paced environment such as a public office, registrar's office, bank etc. is an asset
- Ability to apply industry standard best practices in everything and anything you do as it relates to your job
- Ability to proactively identify problems and issues in a timely and consistent manner
- Ability to constantly learn new techniques, processes etc. and proactively apply those learnings to your work
- Ability to function as a team player and leverage your team's strengths to get your goals accomplished
- High attention to detail
- Flexibility to work occasional evenings and weekends, specifically around the event schedules
- Valid passport and willingness for some travel (Canada and US)

Salary and Benefits:

- Competitive salary
- Extended health benefits
- Paid vacation, stat holidays
- Opportunity for professional growth and advancement

Location:

This position will be a hybrid position. WaitWell places a high value on teamwork, collaboration, and culture. A minimum of three days a week will be required at our Calgary office.

Why WaitWell?

WaitWell is a small Calgary-based start-up with big plans to grow our business into something massive. We believe that "fast is the way forward". We are not afraid to take risks, so we try new things every day. When we win, we celebrate. When we lose, we learn. As part of a small team, you will work closely with the executive/founding team, all of whom have decades of experience in scaling SaaS companies, including some of Alberta's most well-known tech companies. You will be close to the action and have the opportunity to learn new skills and make a contribution in an exciting, fast-paced environment.

Ready to do something big?

Send your resume to jfong@waitwell.ca and cover letter letting us know why you'd be a great fit for WaitWell.