

EXACT

EXACT is an established player in construction IOT. We develop game-changing hardware and software solutions for construction companies across North America. Our core competency is real-time, wireless, mission-critical monitoring of temperature, humidity, micro-strain and other parameters. We have a reputation for being the best at what we do.

We are also known for our fanatical customer service. The speed with which we respond to our clients and the care we show them is a key component of our success.

We are looking for a star **Technical Customer Success Lead** who is passionate about providing exceptional customer service and ensuring a seamless customer experience with every interaction.

In this newly created role, you will be the first point of contact for our clients, with the opportunity to build out our customer service department as we grow.

Why work at EXACT

- Our culture is open, honest, casual and fact based
- We're a hardworking team of 40 people and growing fast
- We are looking for incredibly talented people to join our team and change the face of one of the biggest industries on Earth

Your responsibilities will include:

- Acting as the first point of contact for technical support/queries at EXACT
- Delivering service excellence to our clients
- Fielding technical support calls and emails from EXACT clients and responding quickly with solutions to problems and issues
- Escalating more complex issues to our internal teams, including hardware and software engineering, while maintaining proactive communication with the customer
- Directing the production of documentation, how-to guides, videos and user manuals and ensure these documents are kept up to date as things change
- Creating new processes to better support our customers as we continue to grow
- Implementing and oversee a support ticket system
- Leading day-to-day operations within the customer service function
- Creating effective customer service procedures, policies, and best practices
- Developing customer satisfaction goals and coordinate with everyone to meet them consistently
- Implementing an effective customer loyalty program
- Maintaining accurate service records, document all customer service activities and prepare detailed reports from support ticketing system when requested

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What we are looking for:

- Minimum 3-5 years education or experience in a technical or tech-related business environment, or equivalent a combination of education and experience
- Familiarity and knowledge in technical disciplines are a must, given the B2B nature of our business and equipment troubleshooting that will be required
- Prior experience in construction is an asset
- Prior experience in the concrete industry is an asset
- Friendly, customer-centric approach
- Excellent written and verbal communication skills
- Attention to detail
- Strong organizational skills
- Excellent leadership and interpersonal skills
- Flexibility to work outside of regular business hours to respond to customers working in other time zones
- Strong computer skills including G Suite, HubSpot
- Spanish or French language skills are a definite plus!

Our ideal candidate has strong technical troubleshooting, diplomacy and customer service skills.

Our Workplace

Our head office is in Toronto, Ontario, located at Dupont and Dovercourt in a historical industrial building that is open concept with 40-ft ceilings and lots of natural light. Free parking provided on-site and easily accessible via transit. We're steps from Geary Avenue's bakeries and breweries and close to The Junction.

Our head office, engineering and assembly is in Toronto. We also have remote offices and team members in British Columbia, Colorado, and Florida.

<https://exacttechnology.com>

EXACT has an accommodation process in place that provides accommodations for employees with disabilities. If you require a specific accommodation because of a disability or a medical need, please let us know and we will ensure that the appropriate accommodations are in place before you begin your employment. We are an equal opportunity employer that values inclusion, equity, and diversity.