

Customer Success Manager (two remote positions available – one in Southern US and one in Midwest US)

This position will provide training and on-going support to new and existing iN2L customers in assigned region. This position will be a remote employee working from home, ideally be based in the region with easy access to a major airport. Travel within the region and occasional travel to our Denver headquarters required. Travel to customer locations in assigned region will comprise approximately 75% of work time.

Responsibilities:

Provide onsite installation and training to customers. Gather all stakeholders, set the schedule and provide a prescriptive training formulated from the requirements and goals of the customer and our company.

Provide account management for all customer sites in the region ensuring successful implementation and ongoing usage of the iN2L system.

Conduct site visits to existing customers on an ongoing basis to provide additional support and ensure full staff and end user engagement with our systems.

Work with customer's key administrators, marketing staff, and other stakeholders to ensure iN2L is part of the building-wide programming and potential tie to census improvement.

Create best practice curricula and host webinars with potential and current customers on an ongoing basis.

Respond to all inquiries that are training, engagement or account related.

Job Qualifications:

Effective public speaking ability, as well as overall communication skills.

Ability to organize people and time effectively.

Knowledge and experience in the senior living industry. Recreational Therapy experience or other experience with dementia based activities highly preferred.

College degree required. Recreational Therapist Certification highly desired.

Able to work independently and travel 75% of the time. Will be required to travel to the corporate office monthly for meetings.

Ability to lift up to 35lbs and perform vertical movements from sitting to standing frequently. Also able to stand for extended periods of time.

Please send resume and cover letter to Careers@in2l.com to apply for this position.