



Director of Customer Success Constellation HomeBuilder Systems

**Markham, ON
Baltimore, MD**

**Burnaby, BC
Tustin, CA**

**Redmond, WA
Minneapolis, MN**

The Company:

Constellation HomeBuilder Systems (CHS) is the leading software vendor exclusively focused on the homebuilding industry. Our comprehensive suite of homebuilding software solutions ranges from production and accounting, new home sales and marketing, home warranty and service, home builder website solutions, and homebuyer experience technology and services. It is North America's fastest growing and most successful provider of fully integrated information management solutions for homebuilders. Our team is composed of experienced and motivated self-starters who enjoy the thrill of working in a fast-paced environment.

Our parent company is Constellation Software Inc. (CSI), a well-capitalized, publicly traded Canadian software company that specializes in vertical market software (www.csisoftware.com). The CSI group of companies is a leading developer of technology solutions for vertical markets globally. We are a publicly traded company on the Toronto Stock Exchange (TSX symbol is CSU). We offer the benefit of working with an aggressive growth-oriented company while enjoying the support and opportunity of being part of a large organization.

The Position:

Constellation HomeBuilder Systems is a dynamic and empowering environment comprised of motivated self-starters who enjoy the thrill of working at a fast-pace. We are currently seeking an ambitious, self-starter to fill the role of Director of Customer Success within the homebuilder division. This person will learn about our clients' businesses and how our vertical market software products and services can help them achieve their business objectives. This person will build and maintain relationships with our key customers, engage stakeholders at multiple levels within our customers' organization, coordinate customer deliverables, and engage other departments within the Constellation HomeBuilder team as required.

Job Responsibilities:

- Establish regular productive meetings with targeted customers to communicate product/company developments and proactively support their business
- Monitor and understand key metrics on customer health and system usage across customer departments
- Build and grow a team to meet the needs of our customers
- Coordinate deliverables across all departments. (Customer Care, Professional Services, Research and Development, Sales and Marketing, and Accounting)
- Work with senior management and accounting on contract and billing enquiries
- Proactively communicate with customers and team members about deliverables and provide follow up as necessary



- Promote and maintain a high quality, professional, service-oriented company image among clients
- Achieve monthly, quarterly and annual strategic objectives with an overall goal of customer success and satisfaction
- Regular travel for customer visits within Canada and United States
- Other responsibilities as required

Job Qualifications:

- Bachelor's degree or college diploma.
- 3-5 years of experience in professional services, sales account management, or customer service or success
- Previous experience within hospitality, construction, software or real estate industries is an asset
- Excellent organizational, time management and customer service skills
- Excellent communication skills (in-person, phone and written)
- Excellent presentation skills (online and onstage)
- Outgoing and friendly personality
- Self-starter, ability to work well within guidelines while being creative
- Ability to get results in a fast paced environment
- Experience or training in customer service or service-oriented roles is an asset
- Experience with accounting and construction software systems is an asset
- Experience leading, managing, or mentoring a team is a plus

In addition to the above role-specific requirements, we have expectations that apply to all of our team members.

General Requirements:

- Honesty
- Concentrated focus on product users and the user experience
- Confident and passionate, but no ego
- Patience with others
- Rational, strategic thinker
- Resourceful and willingness to utilize technology

We are focused on changing the construction industry through great software, and superior customer focused efforts and are looking for exceptional people to join us. We are an aggressive company with a focus on experimenting, which gives our individual contributors great ownership and more input into decisions than is possible in traditionally-structured corporations.

You will be working closely with other team members, so the ideal candidate would reside near one of our corporate offices.

Is This You?

To apply for this position please submit a resume and cover letter to:

Human Resources at cyau@constellationhb.com
"An Equal Opportunity Employer"