



**Customer Experience Manager
Constellation HomeBuilder Systems
Markham, ON, Barrie, ON, or Calgary, AB**

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 and home builder website solutions. 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 Customer Experience Manager within the homebuilder division. This person will learn about our clients' businesses, our business, our products and services. This person will build and maintain relationships with customers, identify, close and execute consulting opportunities, participate in industry events and engage stakeholders at multiple levels within customer organizations.

Job Responsibilities:

- Identify areas for business improvement, coaching and training opportunities working with executives, department directors and business unit managers
- Develop and execute training programs, workshops and webinars that add value to organizations and attain business objectives and goals
- Interpret research data and execute action tactics that meet the unique and evolving needs of organizations
- Establish regular productive meetings with targeted customers to communicate product/company developments and react to changes in their business
- Meet the unique and evolving needs of organizations
- Identify sales opportunities for new products and modules during interactions with prospective companies, clients and other key contacts
- Increase awareness of certification courses across North America
- Work with senior management and the accounting team on contract and billing enquiries
- Travel within Canada and United States



- Keep clients and team members informed issue resolution and provide follow up as necessary
- Promote and maintain a high quality, professional, service-oriented company image among clients
- Work closely with marketing to execute campaigns and collect required data to measure the effectiveness of campaigns
- Achieve monthly, quarterly and annual personal and team sales objectives
- 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
- Previous experience within 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 role is an asset
- Experience with accounting and construction software systems is an asset



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
- Work outside your comfort zone
- Confident and passionate, but no ego
- Patience with others
- Rational 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 in Markham, Ontario, Barrie, Ontario, or Calgary, Alberta.

Is This You?

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

Human Resources at cyau@constellationhb.com

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