



TOP HAT

Account Manager

Customer Service - Toronto, Ontario

About Us:

If you've been to university, you understand the nut Top Hat is trying to crack. Your professor starts to talk, and you really do have every intention of listening. But within about five minutes, your good intentions fly out the window and you begin to surf Facebook, catch some Zz's, or if you're feeling really ambitious start working on a problem set for a completely unrelated class. When you join our team, you'll be working on classroom interaction software and help higher education find its mojo!

Job Description:

Professors around the world are chomping at the bit to make their classrooms more interactive and engaging. That's where you come in, future Top Hat Account Manager. Do you have a customer-obsessed mindset? (In a mindblowingly awesome way, not a creepy one). Are you results-oriented and driven to manage the customer journey? Let's get to know each other better, then, shall we?

About the Gig:

- Ensure the successful use of Top Hat in a university, college or department as soon as a contract is signed and own all renewals of our professors.
- Drive revenue by ensuring that professors continue to use Top Hat because they're so gosh darn impressed by it. This is a quota-carrying role, and renewals will be one of your central KPIs. Have we mentioned renewals are very important to Top Hat.
- Leverage existing business by maintaining regular touch points with decision-makers.
- Act as the main point of contact between the professor and Top Hat by deriving the value of Top Hat with each customer and increase the usage of our solution.
- We are laser-focused on maintaining unparalleled Client Services. We want professors to continue doing business with us not just because our product rocks their socks, but also because we are a delight to work with.
- Elevate the overall client experience to increase renewal rates and satisfaction of Top Hat.





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About You:

- You always have the best interest of your customers in mind. You do everything in your power to make sure that they are set up for success and using Top Hat to revolutionize how they teach and their students learn.
- You're results-focused and have a solid track record of success in a quota-carrying role – you reach and blow renewal targets out of the water.
- You know your way around a CRM, ideally Salesforce.
- You're a smooth operator & a master communicator. You're fantastic on the phone and put professors at ease and prove Top Hat's value. You can also make more complex tasks a cinch to understand.
- You're a doer. You're action-oriented and know how to structure your day in order to maximize your own success.
- You are comfortable with travel
- You're entrepreneurial. You've probably worked at a startup before and are excited to join a company that's growing fast! You proactively take on tasks that are outside your core function for the good of the company.

The life of a Top Hatter also comes with other sweet perks too:

- There's lots of free deliciousness. What's up catered Lunch, Breakfast and unlimited drinks? Oh, and did we mention StarCraft throw-downs at lunch?
- located at College subway station, with subsidized metro pass
- Outstanding company culture, with a team that is super smart, highly motivated & stoked to be a part of a company that is changing the face of education.
- Our investors' portfolio companies include Salesforce, Yammer & box.net. We're in good hands and in good company.
- Competitive health and dental benefits
- We are looking for people who want to grow with us and are in it for the long haul.
- We are one of the top education technology companies in North America (named one of the





TOP HAT



Top 50 Companies to Watch by Deloitte Consulting)

- You can dress at your leisure (as long as you are fine with the engineering traditions of Plaid Tuesdays and Tip Top Fridays!)

Job Type: Full-Time

Resume & cover letter can be submitted through <https://tophat.com/company/careers/>

