

We're growing quickly, and we're looking for exceptional people to join us on this incredible journey.

We are obsessed with building the most trusted roofing platform in the world so our customers can power their growth with intelligence. Roofr is the all-in-one sales toolbox for roofers, including instant customizable aerial roof measurements with a drone, satellite, or blueprints imagery! In addition, our clients have the ability to immediately create visually stunning, robust and automated proposals that help create a great client experience leading to a higher close rate. Our future roadmap is clear and filled with exciting products such as payment processing, consumer financing, workflow automation, and more!

Our Mission is to ensure every family has access to protect their home with an affordable roof. We have an amazing culture, great founders, and strong financials. This is a great opportunity to be a part of an extraordinary start-up that is already successful, yet early enough to offer its team members significant growth, equity, and an opportunity to make an impact.

Roofr is building our Account Management team and we are looking for mid-level Account Manager to help us shape and execute a scalable value-focused customer success strategy. We work with hundreds of new customers each month and offer several products to help our customers as they grow. We are looking for a customer-centric, results-oriented AM to join our team and help us help our customers. Retention, churn prevention, upselling, and cross-selling are the name of the game but always with the customer's best interest at heart.

What You'll Get to Do:

- Drive and execute strategies to expand existing customer accounts, identifying upsell and cross-sell opportunities to maximize revenue growth
- Develop and maintain strong relationships with key stakeholders within customer organizations, including owners, admins, and end-users
- Understand customers' business goals, challenges, and objectives, and align them with our SaaS solution to drive maximum value and ROI
- Conduct regular check-ins and proactive outreach to ensure customers are achieving their desired outcomes and driving value from our product
- Identify and address any customer concerns, issues, or roadblocks, escalating when necessary to ensure timely resolution
- Collaborate closely with cross-functional teams such as Sales, Product, and Support to advocate for customers, provide feedback, and drive product enhancements
- Conduct product demonstrations, training sessions, and workshops to educate customers on best practices, new features, and product updates
- Develop and execute strategic account plans, including renewal and expansion strategies, to maximize customer retention and growth

- Monitor and analyze customer usage data, adoption metrics to identify trends, opportunities, and risks
- Prepare and deliver regular business reviews to customers, showcasing their success metrics, product usage, and identifying areas for improvement or optimization

What You'll Bring to the Role:

- 4+ years of experience in Account Management, Customer Success, Customer Retention or Consulting experience
- Strong understanding of SaaS business models, customer lifecycle, and customer success principles
- Excellent communication and presentation skills, including both written and verbal, phone, email, and video meeting and webinars
- Ability to build rapport quickly, and to adapt relationships based on customer needs and engagement
- Highly self motivated with a demonstrated ability to work autonomously and take initiative in managing a high volume of customer accounts (500+) and prioritizing tasks effectively
- Strong critical thinking, analytical and problem solving abilities
- Capable of meeting strict deadlines
- Able to work independently as well as part of a team
- Experience in upselling & cross selling
- Experience in a SaaS company
- Experience in an early stage, high velocity startup environment
- Tech Savvy

Bonus Points:

- Experience in the construction technology space and/or experience in the roofing industry

What we offer:

When you join our team, you're not just accepting a job. You're making a career move. Here's how we'll support you in doing some of the most impactful work of your career:

Vacation/Paid Time Off:

- 1st week of employment is mandatory PTO! Start your journey with Roofr by decompressing and recharging - we will see you in week 2!
- 1 Friday off per month (we call those our laundry days!)
- Company wide paid shutdown for the week between Christmas and New Years
- Flexible time off

- Medical, dental and vision insurance premiums for employees and their dependents
- Generous Parental Leave policy

 **Perks:**

- We host 2 retreats per year and great team building activities
- Ample learning and development opportunities to continue growing your career
- Home office setup reimbursement
- Remote First with an office in Toronto for those days you feel like getting out of the house
- Weekly Friday paydays!
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