



Associate Customer Success Manager

Coherent Path is the leading email marketing calendar company for top retailers that use machine learning to determine the optimal email contents for each subscriber. Trusted by top Fortune 500 retailers like Neiman Marcus, Staples, and L.L. Bean, Coherent Path uses AI to move beyond manual planning and segmentation to individualized, curated, and automated email programs. By creating a beautiful and personalized email diet that caters to each customer's evolving tastes and moods, retailers benefit from a dramatic lift in customer engagement, loyalty, and revenue while reducing email fatigue.

The Customer Success team at Coherent Path has a responsibility to deliver impeccably designed, thoughtfully crafted, and hyper relevant marketing campaigns for our customers. We turn over every rock, ask the hard questions, and are performance obsessed. We go the extra mile in support of our customers because we know partner value is magnified when we are considered not only an extension of, but an integral part of our client's team.

Responsibilities

- Support client campaigns ensuring 100% accuracy through campaign proofing, data validation, and campaign production.
- You will become a Coherent Path Content Library product expert in order to train and support clients in its usage of the Coherent Path platform
- Support Customer Success Manager on day to day tasks for customers. This includes joining and preparing for weekly client status calls, monitoring email inboxes, responding to client demands, supporting project roadmap development and maintaining project schedules
- Be a vocal participant in how we work as an organization, identifying and acting on areas of opportunity for how we work together

Requirements

- You are a strong technical thinker and can translate technical jargon into business/marketing language
- You act on your curiosity, have a desire to understand how things work, and take pride in what you produce
- You are a self-starter and highly organized
- BS degree
- Internship in digital marketing or Email experience a plus
- Basic HTML and CSS skills
- Based in Toronto

Benefits

- Competitive compensation and stock option plan
- Medical and Dental Insurance

If you are interested send a cover letter and resume to jared@coherentpath.com.