



Customer Success Specialist - GIS

About Visual Defence

Visual Defence is a global leader in AI-powered software for transportation and infrastructure. Our flagship platform, CityRover, automates the detection of issues such as potholes, and collects timely information about infrastructure, assets, and other data that impacts public safety and service quality. We help cities and public agencies improve safety, efficiency, and operational awareness through innovative, data-driven technology. With a rapidly growing global presence, Visual Defence is shaping the future of smart city operations.

To learn more about Visual Defence, CityRover, and our products and services, visit our website at visualdefence.com.

Position

We are looking for a skilled and motivated Customer Success Specialist to join our team. As an ideal candidate, you will work closely with Visual Defence's customers and partners to understand their needs and to ensure that they achieve their desired outcomes. You will provide customer support, training, troubleshooting services and recommend improvements to our existing applications. This role includes developing and maintaining strong relationships with customers, providing ongoing support and guidance, ensuring customer satisfaction, and working with crossfunctional teams to resolve any issues that may arise.

Job Description

- Proactively engage with clients to review all aspects of their account, including application usage and recommending new applications.
- Collaborate with the sales team to ensure a seamless customer onboarding process.
- Provide training to clients remotely via phone or webinar on how to use our system, in particular setup for more in-depth applications.
- Assist sales staff with account reviews and provide insight and support to the customer's concerns.
- Serve as the main point of contact for troubleshooting technical issues for clients and work with engineering teams to resolve these issues.
- Document client issues and communicate solutions effectively to clients.
- Provide documentation to engineering when issues cannot be resolved.
- Recommend improvements to existing applications to engineering teams.
- Coordinate with partners, add-on applications sales, and support staff to sell and support mutual clients.
- Conduct regular check-ins with customers to assess satisfaction levels, identify opportunities for improvement and potential areas for growth and expansion.
- Identify and manage customer churn risks, working with customers to mitigate issues and improve retention rates.
- Track information through our customer relationship management system.
- Transfer knowledge and mentor other teammates.



Qualifications & Competencies

- Bachelor's degree in Business, Marketing, or a related field.
- Experience with GIS software.
- Experience in a customer-facing role, preferably in customer success or account management is an asset.
- Excellent communication skills, both verbal and written.
- Strong problem-solving skills and ability to think creatively.
- Experience with customer relationship management (CRM) systems.
- Ability to work independently and collaboratively with cross-functional teams.
- Proven track record of building and maintaining strong client relationships.
- Strong attention to detail and ability to manage multiple priorities.
- Willingness to travel as needed to meet with customers.