

Job Title: Client Partner

Company: NetBenefit Software

Location: St. John's, NL (Hybrid)

Job Type: Full-Time

About NetBenefit

Demand for energy, raw materials, and reliable supply chains keeps climbing, but building large resource projects has become much harder. Companies have to work with more stakeholders than ever to earn their social license and work with communities to move their projects forward.

We build the software that helps companies manage this challenge. Clients in mining, energy, and infrastructure use the NetBenefit platform to handle socioeconomic impact, stakeholder engagement, and community benefits on projects that have major impacts in the regions where they operate.

We have grown fast over the last few years, and we are hiring a Client Partner to help us keep pace.

The Role

The Client Partner will look after a portfolio of clients from their initial onboarding and onward to their continued use of the software. That means running their implementation, helping them get genuine value out of the platform, and staying close enough to their business to see where we could be doing more.

There is a lot of independence in the job. The Client Partner will be the person clients call first, and one of the main voices our product team hears when deciding what to build next. Delivery, retention, and growth across client accounts will be the main focus of the role.

Key Responsibilities

- Act as the main point of contact for assigned accounts
- Run software implementation projects as the project manager, from kickoff through go-live, covering scope, timelines, and keeping everyone aligned
- Learn and understand the product deeply, along with the regulatory and social performance requirements of our clients
- Understand what each client is trying to achieve and help them get there with the platform
- Handle client support for technical or process issues
- Look for opportunities to grow your accounts and follow through on them
- Advise the product team based on learnings from the market

Qualifications

- At least three years in client-facing work where you also owned project delivery, ideally in SaaS or tech
- A track record of handling several clients and projects at once without things slipping
- Clear communication at different levels throughout an organization
- Comfort working with information management systems and databases

Bonus Qualifications

- Background in resource development, stakeholder engagement, socioeconomic impact, or the energy and extractive sectors

Compensation:

- OTE: \$75,000 – \$90,000
- Unlimited Vacation
- Flexible Work Schedule
- Company Benefits Plan
- RRSP Matching

To Apply:

To apply, please email your resume and a cover letter illustrating why you think that you may be a great fit at NetBenefit Software to careers@netbenefitsoftware.com. Make sure to include “Client Partner” in the subject line. We’re excited to meet you!