

Bilingual Customer Success Manager

Type: Full-time

Location: Remote (in Canada)

Job Description

About us

MeshAI.io was founded in 2018 by academics, scientists, and engineers in Canada with decades of experience in optimization and healthcare systems. A near-death experience for one of our founders—caused by fatigue from an error in scheduling—turned our research on burnout, inefficiency, and lost wellness into a personal mission. That work led us to create a new category of staff scheduling called “collaborative scheduling.” As a category leader, Mesh AI’s mission is to design intelligent, fair, and transparent schedules so clinicians can rest, feel respected, and focus on what matters most: caring for patients, not fighting with spreadsheets and call calendars.

About the Role

The Bilingual Customer Success Manager is an important leadership role in driving both new account acquisition through capacity management and customer retention through satisfaction and engagement. The manager is expected to ensure best-practice processes and SoPs are developed and followed, management is kept aware of related risks and opportunities in an accurate and timely fashion, and the team is motivated and retained to drive the following results with their team:

Responsibilities

- Manage and lead a team, providing direction, training, and support to ensure high performance.
- Plan, execute, and oversee new customer setups, ensuring efficient and timely implementation across various account types and activities.
- Monitor and optimize implementation timelines to maximize capacity while maintaining high quality and customer satisfaction.
- Track and measure implementation accuracy, engine performance, organizational templates, workflows, and team contributions to ensure successful customer onboarding.
- Evaluate prospective accounts to determine suitability for the platform, ensuring resources are focused on customers who will benefit most.

- Track and improve overall customer satisfaction through Net Promoter Score (NPS) and other feedback mechanisms.
- Monitor churn rates and proactively engage customers to prevent potential account loss.
- Oversee customer support effectiveness, ensuring timely response to inquiries and high satisfaction ratings.
- Monitor customer health scores to identify accounts at risk, address issues proactively, and support cross-selling or upselling opportunities.
- Collect, analyze, and act on user feedback to inform product improvements and updates.
- Drive feature adoption across accounts to maximize product value and ensure users are aware of new functionalities.
- Identify talent needs, hiring priorities, or HR changes to maintain a strong, capable team aligned with business goals.

Skills & Qualifications

- **Education:** You have a Bachelor's degree in Business, Management, Engineering, Computer Science, or a related field, or equivalent experience in customer success, project management, or SaaS implementation.
- **Experience:** You have at least 3 years of experience in customer success, ideally within a SaaS company, or equivalent experience in implementation, demonstrating a strong ability to meet customer needs effectively
- **Communication Skills:** You excel in verbal and written communication in English and in French capable of effectively conveying technical concepts to team members and stakeholders.
- **Project & Process Management:** Skilled in planning, prioritizing, and executing complex customer setups with efficiency and quality.
- **Leadership & Team Management:** You have at least 2 years of experience managing and developing high-performing teams, providing coaching, guidance, and feedback to ensure team success and professional growth.
- **Problem-Solving Skills:** You have the ability to analyze issues, develop solutions, and implement fixes efficiently, e.g., applying constraint satisfaction thinking when building code.
- **Team Collaboration:** Demonstrated ability to work collaboratively in a team setting, fostering strong working relationships.
- **Subject knowledge:** Familiarity with the healthcare industry, including knowledge of healthcare terminology and practices: a bonus

Why join us

- If you thrive on energy and momentum, you'll love our dynamic workplace that keeps you engaged and challenged.
- Accelerate your professional journey with opportunities to learn and advance as we scale our operations.

- Be part of a mission-driven team transforming healthcare scheduling. Our co-founder's life-altering, near-death experience due to scheduling errors is what drives our commitment to change. [Click here to read the story.](#)
- Your work will play a crucial role in preventing future healthcare errors, ensuring better outcomes for patients and clinicians alike.
- Enjoy the freedom and flexibility of remote work, empowering you to balance your career and personal life while contributing to an impactful mission.

Our core values

1. Respect: We care and respect others and our planet as a whole
2. Integrity: We are honest and apply radical candor with compassion
3. Growth: We are results-driven and detail-oriented
4. Efficiency: We are resourceful and lean and minimize wastes
5. Communication: We make no assumptions and communicate clearly at all times

Our targeted attributes

The company uses a systematic and standard score-card approach towards hiring that measures against the required skills and attributes of each position that includes MESH Scheduling Inc.'s "A.G.I.L.E. CARE" set of attributes:

- Adaptability and Flexibility
- Growth Mindset
- Integrity and Honesty
- Lean Operator and Resourceful
- Empathic Communicator
- Clinician-Focused and Caring for Healthcare
- Altruistic Team Player
- Responsible
- Effective

It is the policy of Mesh AI to ensure equal employment opportunity without discrimination or harassment on the basis of race, religion, national origin, status, age, sex, sexual orientation, gender identity or expression, marital or domestic/civil partnership status, disability, veteran status, genetic information, or any other basis protected by law. Mesh AI welcomes and encourages applications from people with disabilities.