Customer Success Manager
Location: Remote (Western U.S. or Western Canada preferred)

About IntelliCulture

At IntelliCulture, we're revolutionizing Ag-Tech to empower the farmers who keep our world running. Our SaaS-based farm management software helps growers—from small family farms to global Fortune 500 wine producers—drive sustainability, optimize operations, and make data-driven decisions. Through powerful yet intuitive analytics, we help high-value crop operations identify inefficiencies, improve equipment maintenance, and reduce operational risk.

We're growing fast and are on the lookout for a dependable, agile, and proactive Customer Success Manager to join our mission-driven team. If you're passionate about tech, agriculture, and making a real impact, this is the role for you.

The Role

As a **Customer Success Manager** at IntelliCulture, you'll be the trusted partner for our customers throughout their journey—from onboarding to ongoing support. You'll lead customer success initiatives, advocate for grower needs, and collaborate across departments to ensure our users are getting the most value out of our platform.

What You'll Do

- **Own the customer journey**: Act as the main point of contact for clients during trials, onboarding, and continued success

- **Drive product adoption**: Conduct regular success calls with key accounts, share usage insights, and provide tailored support to maximize platform value.

- **Customer support:** Handle customer inquiries, troubleshoot issues, and coordinate with support and technical teams when needed.

- **Collaborate cross-functionally**: Partner with Sales to support renewals and upsell opportunities, and with Engineering to ensure smooth technical configuration and issue resolution.

- **Champion customer outcomes**: Champion customer success by gathering feedback and tracking engagement to help improve the experience, guide product updates to make sure we're always delivering value and building our product with the customer at the core.

What We're Looking For

- **Experience**: 2+ years in customer success or account management within a SaaS company, with a strong customer-facing track record.

- **Technical Aptitude**: Comfortable with (or open to learning) basic concepts around IoT devices, cloud services, APIs, and Geotab integrations.

- **Industry Knowledge**: Experience in agriculture or ag-tech is a major plus.

- **Communication Skills**: Excellent interpersonal, written, and verbal communication abilities.
  Detail-Oriented: Strong organizational skills and a keen eye for detail.

- **Adaptability**: Thrives in a fast-paced, evolving environment and embraces ambiguity with a positive, solutions-focused mindset.

- **Tools Proficiency**: Familiarity with Pipedrive or other CRMs, Google Workspace, and Microsoft Office.

Additional Expectations

- Willingness and ability to travel within North America for site visits and client engagements

- Residency in Western U.S. or Western Canada is considered an asset

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Join Us

If you're passionate about agriculture, technology, and building lasting relationships with customers, we'd love to hear from you. At IntelliCulture, your work will directly impact the success of farms across North America and beyond. Let's grow the future of farming—together.