

School of Continuing Studies

Part-Time Customer Success Management Instructors Needed

COURSE TOPICS

- Understanding the Value of Customer Success
- Driving Customer Value
- Data Enabled Customer Success Strategies
- Professional Communication
- Managing Customer Relationships

COURSE TIMES

- This program runs for 6 weeks for a total of 60 hours. In addition to the “offline” teaching, there are two live online components: 1.5 hours on Tuesday nights and 3-hour workshop Saturday mornings.

DELIVERY MODE

- Online

START DATE

- Winter 2025, Fall 2025
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The York University School of Continuing Studies is home to a diverse community of ambitious, growth-minded individuals seeking to accelerate the change they want to make in themselves and the world. The School is the fastest growing in Canada, offering programs codesigned and delivered by senior industry leaders within established, high-demand, and emerging professional disciplines.

ABOUT THE PROGRAM

The Customer Success Management program at York University’s School of Continuing Studies is a one-of-a kind program built by industry professionals. It provides students with the skills and experience to work proactively with customers to facilitate exceptional experiences that will improve retention and lower churn. In this program, new and aspiring CSMs will:

- Develop customer centricity to understand and address their distinct needs
- Explore the lifecycle phases of the customer journey while continuously driving value and customer satisfaction
- Enhance communication skills to manage successful customer relationships.
- Develop effective storytelling techniques through data, research, and creative problem-solving.
- Practice customer success management strategies through problem-solving, teamwork and innovative thinking.

Learn More - [Certificate in Customer Success Management | Toronto, Canada](#)

COURSE FORMAT

The format for the part time certificate in customer success management is blended. There is an includes 4.5-hour live instruction sessions online for 6 weeks. In addition to the live online components, the students have independent learning and assignments to complete.

POSITION DESCRIPTION

We are seeking experienced subject matter experts to teach our customer success management program under the direction of the Program Manager.

INSTRUCTOR DUTIES

- Offer innovative approaches to quality teaching and learning that improve student experiences and outcomes, while ensuring the materials are presented professionally and meet the standards of the School of Continuing Studies
- Ensure course content/materials and assessments remain current and relevant
- Communicate with students in a supportive and professional manner
- Provide constructive feedback and grades to students in a timely fashion
- Respond promptly to office requests regarding student record keeping
- Periodically help with other program matters, including course updating, student recruitment and selection, transfer of credit review, etc.
- Establish and foster a safe, welcoming and inclusive learning environment

QUALIFICATIONS

- 5+ years of experience in the customer success management field
- Previous facilitation and teaching skills with adult learners preferred
- Familiarity with Zoom and a LMS system (i.e. Moodle, D2L, etc) preferred
- Demonstrated ability working in a team environment with excellent interpersonal, organizational and time management skills
- Critical thinker and problem solver who communicates exceptionally well
- Professional and ethical

SUBMITTING YOUR APPLICATION

Please submit a cover letter describing your area of expertise and a current resume/CV.

*In the SUBJECT line of the email please write “**Customer Success Management — Interest to Apply**”. In the body of the email include which course(s) you feel is the best fit for your experience and send the email to*

Anne-Marie Taylor, Program Manager — taylora1@yorku.ca

We thank everyone for their interest, however, only candidates selected for interviews will be contacted.

At York we boast a culture of respect, equity, diversity and inclusivity, where we value each other's differences and exercise our strengths. The University welcomes applications from all qualified individuals and encourages individuals within the University's employment equity categories of women, persons with disabilities, members of visible minorities, Indigenous persons, individuals of diverse gender and sexual orientation and all groups protected by the Human Rights Code to apply. York University is committed to employment equity and diversity, and a positive and supportive environment. York University offers accommodation for applicants with disabilities in its recruitment processes. If you are contacted by York University regarding a job opportunity or testing, please advise if you require accommodation.