

Job Title: Director of Customer Success

Job Type: Full-Time

Location: Tampa, FL; New York, NY; Boston, MA

Apply: Send resume to jobs@coienergyservices.com

The Role:

Want to work at a fun, fast-growing start-up that is tackling one of the biggest challenges of our lifetime?

COI Energy is looking for a dedicated Director of Customer Success to lead a team of agile project managers, customer success coordinators, sales development representatives, and operations professionals who can ensure our customers are lifetime champions of COI. As we take the company to the next level of growth while combatting climate change, we are committed to building a brand people can't imagine living without.

If you are ready, capable and willing to jump in and make a positive impact – this might be the role for you!

What You'll Be Doing:

- Lead operations team responsible for implementing and remediating customer sites
- Develop metrics to ensure we complete projects on time, on budget, and with delight
- Own and manage the relationship with vendors and other related partners for customer implementations.
- Ensure all electrical contractors are trained as certified COI installers
- Work closely will Sales to ensure backlogs are kept to a minimum
- Maintain high level of customer success to avoid churn (0% churn to date)

Who You Are:

- Passionate about delighting customers at every level of engagement
- Experience with building trusting relationships with internal and external customers
- Experience with developing interdisciplinary teams
- Excellent communicator in writing and verbal
- Proven ability to manage multiple projects in a fast-paced environment with the ability to learn and apply new concepts and tools quickly
- Bachelor's degree with 6+ years of experience

What We Provide:

- Fun learning environment with incredible growth opportunities
- Unlimited DTO
- Attractive benefits package
- Share in company success with Employee Stock Option Plan

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www.coienergyservices.com



- Opportunity to be a part of one of the fastest growing cleantech companies!

About COI Energy:

At COI Energy, we care about making a positive impact on the world. Our mission is to make the world more energy efficient by improving building energy performance and grid optimization.

Through our proprietary, disruptive technology platform, COI Energy significantly lowers businesses' energy costs, optimizes the electrical grid, and combats climate change by reducing carbon emissions.

Named as a startup to watch in 2021 by Google for Startups, finalist of the "Rise of the Rest" and MassChallenge competitions, winner of the New York 76W Cleantech competition, recipient of Google's Black Founders Fund II, New York's Climatetech Women Led Startup Finalist. Come join us – we're just getting started!

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