



Full Time: Customer Success Manager - Boston / New York

Dates: Feb 2022

Candidate Form: <https://app.smartsheet.com/b/form/545f2d6107d44c24badf6a83564b944d>

Contact: Contact@spare-it.com

[Spare-it](#) is a rising clean tech start-up based in [Greentown Labs](#) (Somerville, MA)

Spare-it is SaaS platform for workplace sustainability. We compute workplace live data to engage employees in reduction competitions and become a true catalyst for their sustainability culture.

Spare-it is looking to expand its Customer Success team in order to run current customer programs both in Boston and New York and to ensure customers meet the goals in terms of sustainability, satisfaction, and people engagement. This is a unique opportunity to join the core team of our fast growing start-up and have a positive environmental impact around you.

Customer Success team roles and responsibilities

The Customer Success team plays a critical role, interfacing directly with our customers to ensure that the Spare-it program is successful and that customers achieve the desired beneficial outcomes.

Within the Customer Success team, the candidate will:

- report directly to the COO
- ensure the successful deployment and maintenance of our smart waste monitoring technology (smart scales and live displays), with the support of Spare-it Technical Team
- participate in the roll out of Spare-it engagement programs including:
 - running an initial audit / providing observations and recommendations
 - setting up goals for the challenge
 - designing the engagement program with focus themes
 - preparing content, write blog posts & provide education
 - organizing online events
- prepare meetings with customers, including meeting agendas, presentations, content, and follow up
- be a sustainability advocate towards customers in order to help them achieve the program and change their habits

The ideal candidate will have a passion for entrepreneurship and sustainability, driven by the difference s/he can make for the planet. We are a new, small, startup and we all do a little bit of everything. While we're at work, we throw everything at what we're doing, but we also value our personal time. As one of only a few, it's important you are comfortable rolling up your sleeves to get things done, whatever they might be. As the Customer Success Manager, you may have prior sales or customer relationship experience, but you may not have that yet. You will be comfortable with new technologies, talking in front of people, solving problems as they come up, and writing. We are willing to train you, you'll need to bring your passion for sustainability and a commitment to helping our planet.

Specifics you'll need:

- good ability and interest for interacting with technologies (web platforms, simple IoT devices)
- excellent written / verbal communication and presentation skills with keen attention to detail

- strong organizational and project management capabilities
- strong orientation towards teaching, enablement, change management
- ability to use a variety of presentation and communication tools (Power Point, Google Slides, Google Doc, Wix, Slack...)
- strong interpersonal skills with a collaborative working style
- creativity, adaptability, flexibility, independence and resourcefulness
- driven by human values such as trust, transparency, respect, and kindness