Customer Success Associate  
Location: Mexico, Germany, or USA

Job Purpose and Background:

The Science Based Targets initiative (SBTi) is looking for a Customer Success Associate to provide front-line engagement with some of the world’s largest corporations and financial institutions. The SBTi receives hundreds of incoming queries from high-profile international corporations each day and is hiring a Customer Success Associate to manage, prioritize, coordinate, oversee, and respond to these incoming queries in a highly professional manner.

As a rapidly growing climate initiative, there are also significant opportunities for the Customer Success Associate to work with the rest of the Pipeline & Support team to develop new processes, introduce innovations to the SBTi’s query management system, and be entrepreneurial in addressing customer success. This role will report to the Customer Success Manager and will coordinate closely with all teams across the SBTi. Roughly 80% of the time will be spend addressing incoming queries and 20% will be focused on process innovation within the customer support function.

About you:

The ideal candidate is a skilled communicator with a passion for customer support. You are a proactive, fast learner who enjoys working in an international team. You are comfortable in client-facing roles, working with different digital tools, and following up with senior team members to deliver efficient customer responses.

About the SBTi:

The Science Based Targets initiative (SBTi) is a joint initiative between CDP, UN Global Compact, the World Resources Institute, and World Wildlife Fund, aiming to catalyze change towards a net-zero economy by driving the adoption of GHG emission reduction targets in the corporate sector that are consistent with the ambition required to limit global warming to 1.5°C. Over 2,500 of the world’s largest and most influential companies have joined the Science Based Targets initiative to date. Please visit www.sciencebasedtargets.org to find out more.
Key responsibilities include:

- Manage official SBTi inboxes to prioritize, triage, respond and/or assign team members to respond based on content of incoming query;
- Respond to non-technical questions from customers and other stakeholders swiftly and professionally;
- Develop and maintain processes to monitor volume, quality, and speed of resolution for incoming queries;
- Maintain and update document of responses to frequently asked questions;
- Monitor queries assigned to other team members and ensure swift resolution on the part of team members;
- Develop, maintain, and update a tracking system to follow up on queries, complaints, feedback, etc.;
- Coordinate with corporate engagement and pipeline & support teams to improve customer satisfaction and shorten query response times;
- Proactively research, pitch, and implement process innovations to improve customer support function within the SBTi;
- Proactive internal and external engagement in coordination with customer success manager across various teams, offices, and geographies to ensure a high-quality customer experience, as well as an effective internal coordination to ensure continuous improvement of the overall SBTi processes;
- Support relevant team members in the transition to automatized operational processes, which may include supporting the transition to a CRM system or other software implementation projects;
- Ad-hoc support as necessary (e.g. translations, mailouts, statistics and numbers for special events, FAQs updates, special projects).

Essential skills and experience needed:

- 1+ years relevant work experience in customer-facing roles
- Experience in customer service and responsibilities that required high attention to detail
- Passion for direct customer support and advocating for customers’ needs
- Exceptional communication skills
- Strong organizational skills to follow up on multiple tasks diligently
- Medium to advanced skills with the use of the MS Office Suite, Google Drive, IT platforms and technologies
- Passion for service
- Process-oriented and fast learner
- Proactive and independent
Advanced written and oral English skills

Desirable criteria:

- Prior experience working in a newly-formed customer support function or passion for building processes from the ground up
- University degree in business, communications, sales, or similar field
- Prior experience with CRM systems
- Data entry and processing skills
- Experience in an international, virtual workplaces
- Experience working in an NGO

This is a full-time role based in Mexico, Germany, or the USA. The salary for this role will be dependent on location and level of experience. This role is a fixed-term contract for 12 months with the possibility of extension. Applicants must be eligible to work in the location applied for, the SBTi cannot sponsor working visas..

What we offer:

- Working in one of the most successful and fastest-growing initiatives driving climate action;
- Exciting and challenging tasks in a dynamic, international, innovative, and highly motivated team;
- Competitive NGO salary;
- Attractive holidays to be determined based on location.

How to apply:

Please email your CV and a cover letter setting out why you want to work with the SBTi and how you meet the required skills and experience or key responsibilities, which should be no more than two pages together, to careers@sciencebasedtargets.org with Customer Success Associate followed by your first name and surname in the subject. The deadline for application is Friday, March 18th. Please also include your salary expectations and the location you are applying for in the application materials.

The SBTi is an equal opportunity employer - committed to building an inclusive workplace and diverse staff, where all can thrive. We welcome and strongly encourage applications from candidates of all identities and backgrounds, and do not discriminate
on the basis of race, color, religion, gender or gender identity, sexual orientation, national origin, disability, or age.