Customer Success Senior Manager
Location: Mexico, Germany, or USA

Job Purpose and Background:

The Science Based Targets initiative (SBTi) is looking for a Customer Success Senior Manager to lead a growing support team managing customer interaction with some of the world's largest corporations and financial institutions. The SBTi manages a rapidly growing commitment and validation process that requires significant back-end support and receives hundreds of incoming queries from high-profile international corporations each day. The SBTi is hiring a Customer Success Senior Manager to build and manage a pipeline & support team responsible for customer-oriented support processes.

The Customer Success Senior Manager will be responsible for creating, monitoring, and improving key customer-oriented metrics regarding effective issue resolution, account management, and query response time. The role will also be responsible for line-managing a team of 4-6 employees and conducting work planning and strategy setting for the team.

As a rapidly growing climate initiative, the Customer Success Senior Manager will have the unique opportunity to build the pipeline & support team from the ground-up, which will require an entrepreneurial and action-oriented approach to addressing customer success.

This role will report to the Head of Accountability & Certification and will coordinate closely with key technical and non-technical teams across the SBTi.

About you:

The ideal candidate has experience leading customer- and process-oriented teams and is an exceptional communicator with a passion for customer support. You have big ideas, the necessary expertise to identify strategic customer support interventions, and the proactive attitude required to implement them. You have a passion for working with people both internal and external, and you enjoy international fast-paced environments.

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:

- Directly line manage a team of 4-6 employees across different organizations and/or international locations from the SBTi partner organizations, which will include one-on-one check-ins, leading team meetings, and conducting goal setting and performance monitoring for each member of the team;
- Identify key customer-oriented metrics and build a process to regularly monitor these metrics;
- Create and execute a strategic plan to improve identified customer-oriented metrics;
- Identify and implement process improvements and/or new processes to improve customer experience throughout the SBTi engagement journey;
- Maintain overall responsibility for key SBTi processes carried out on a daily basis including incoming query management, commitment processing, and target validation processing;
- Proactively engage internally and externally across various teams, offices, and geographies to ensure a high-quality customer experience and continuous improvement while navigating the complexity of a multi-organizational initiative;
- 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.

Essential skills and experience needed:

- 5-7 years relevant work experience in customer-facing roles and/or teams
- 2+ years relevant work experience leading customer support teams and/or functions
- Strategic approach to building customer support processes and interventions
- Proactive, entrepreneurial spirit willing to pitch and introduce new ways of working and creatively solve problems
- Data-driven approach to customer success, comfortable identifying and monitoring key customer-oriented metrics
- Passion for direct customer support and advocating for customers’ needs
- Relationship building experience
● Knowledge of customer success processes
● Comfort engaging with complex, technical topics and processes
● Process-oriented and fast learner
● Advanced written and oral English skills

Desirable criteria:

● Prior experience building a newly-formed customer support function
● University degree in business, sales, or similar field
● Formal training or certifications in customer success and/or support
● Prior experience with CRM systems
● Experience in an international workplace
● 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 for 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 Senior Manager 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.