

Target Validation Engagement and Support, Regional Manager

Location: East Coast of US, Mexico, Brazil, UK, Spain, Netherlands, Singapore or Japan.

Job Purpose and Background:

The SBTi is seeking Engagement and Customer Support Managers to help companies seeking subject matter expertise relating to the target validation process and the application of SBTi standards. These positions will be critical to improving the customer experience for companies interacting with SBTi Services, ensuring they understand the SBTi requirements for setting science-based targets and have support to discuss technical queries such as target updates, application of sector standards, or bioenergy accounting.

A Target Validation Engagement Support Manager should expect to spend approximately 80% of their time communicating with some of the world's largest and most influential companies via calls and email, 10% of the time on continuing education as SBTi standards and validations evolve, and 10% of time consolidating customer feedback to improve the SBTi process. This role will include proactive engagement and outreach, as well as reactive support.

This position will report to the Senior Manager of Validation Technical Engagement and Support within the Services department, **based in** London, UK. They will also closely collaborate with the Outreach & Engagement and Target Validation teams.

This role plays an important part in achieving:

An improved experience for companies and financial institutions before and after their validation process. This position should increase the satisfaction levels of individual companies and reinforce the credibility of the SBTi brand.

You are a great fit for this role if you:

- Are confident in having daily conversations with sustainability managers from Fortune 500 companies about the SBTi validation process.
- Can break down broad technical concepts relating to GHG accounting and the SBTi standards, to support the resolution of company questions.
- Are passionate about providing excellent customer service to improve both the SBTi validation experience and reputation.
- Have a proven track record of delivering high-quality work and support to companies with GHG inventory development, or target setting, for example in sustainability consulting or climate tech.

About the SBTi:

The Science Based Targets Initiative (SBTi) is a global body enabling businesses to set



ambitious emissions reductions targets in line with the latest climate science. It is focused on accelerating companies worldwide to halve emissions before 2030 and achieve net-zero emissions before 2050.

The SBTi defines and promotes best practices in science-based target setting, offers resources and guidance to reduce barriers to adoption, and independently assesses and approves companies' targets.

For more information, please visit www.sciencebasedtargets.org

Key responsibilities include:

Technical Support: Provide prompt, accurate technical assistance to companies navigating the validation process for their science-based targets. Answer inquiries regarding the interpretation and application of SBTi standards and guidelines, including sector-specific standards and nuances.

Customer Engagement: Build and maintain strong relationships with companies undergoing validation. Proactively reach out to customers to offer support and guidance before and following the validation process and at key milestones in the customer journey.

Executive Communication: Engage directly with executives and sustainability managers at client companies, demonstrating a high level of professionalism and expertise. Conduct calls and meetings to address technical questions and provide strategic guidance on setting ambitious science-based targets.

Cross-Team Collaboration: Work across international internal teams and departments to address gaps in the current customer journey. Have flexibility to support Outreach and Engagement, Target Validation, and Target Operation teams with outstanding customer needs.

Documentation and Reporting: Maintain records of customer interactions and inquiries within CRM, including notes on technical issues and resolutions. Prepare regular reports summarizing customer support activities and key insights, and share findings with internal teams to inform continuous improvement efforts.

Essential skills and experience needed:

- Bachelor's degree in a relevant field (e.g., Environmental Science, Sustainability, Business Administration) or equivalent experience.
- Strong understanding of greenhouse gas accounting principles, emissions reduction strategies, and sustainability practices.
- Experience with or understanding of SBTi resources and validation process. Candidates are expected to have a good foundation of the SBTi Standards and will continue to learn on the job.



- Experience and understanding of specific industry processes for a subset of sectors where SBTi has specific standards e.g. financial institutions, steel, cement, oil and gas, buildings, FLAG, etc.
- Professional, concise, and effective communication and English language skills, both written and verbal, with the ability to engage and interact with diverse stakeholders.
- Demonstrated experience in business-to-business customer support, client management, or a related field, preferably in the environmental or sustainability sector such as sustainability consulting or climate tech..
- Demonstrated ability to engage confidently and effectively with high-level contacts at large and influential corporations and/or financial institutions.
- Able to calmly and effectively handle high-pressure situations, such as major technical issues or customer complaints.
- Experience with customer success, support, and retention is preferential including key metrics.
- Willingness to speak up and navigate difficult conversations internally and externally.
- Proficient with relevant digital tools such as customer relationship management (CRM) software and Google Suite.
- Belief in the SBTi mission and vision.
- Excitement to be a part of a 100% virtual, international team with some willingness for flexible work hours to collaborate with international colleagues.
- Multiple language fluency. (Mandarin, English, Spanish)

The salary for this role will depend on location and experience level. **This role is a fixed-term contract for 12 months with a high likelihood of extension.**

Interested candidates should be legally allowed to work in the countries specified. **The SBTi cannot sponsor any working visas.**

If you are interested, please apply to this form: <https://forms.gle/tdp5KqJUNF7z9SiZ8>

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;
- Training and development;
- Attractive holiday package.



SCIENCE
BASED
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

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. We do not discriminate based on race, color, religion, gender or gender identity, sexual orientation, national origin, disability, or age.