

## **Validation Technical Support, Senior Manager**

**Location:** UK, France, Germany, Spain or Asia

### **Job Purpose and Background:**

The Senior Manager of Validation Technical Support will build out and lead a new function area within the SBTi, whose core purpose is elevating the service level provided to all sizes of companies and financial institutions and ensuring their continued engagement with the SBTi. You will collaborate with other managers to set the strategy of the department, recruit and train regional validation technical support managers, provide ongoing coaching and management to the team, and resolve company escalations.

Someone in this position should expect to spend approximately 30% of their time on company calls and/or liaising via email with some of the world's largest and most influential companies, 30% of time on recruitment and team management, 20% of time developing and implementing a retention plan, 10% of time measuring and reporting on team performance, and 10% of time on continuing education as SBTi standards and validations evolve.

**This position will report to the Senior Manager of Target Operations within SBTi Services based in the United States.** It will 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, during, 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 technical concepts and documents to match company-specific questions.
- Are energized by the challenge of building and managing a new team, and passionate about providing excellent customer service to improve both validation experience and SBTi reputation.

### **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](http://www.sciencebasedtargets.org)

**Key responsibilities include:**

- **Customer Support Leadership:** Lead and manage a small worldwide team of regional technical support managers. Ensure they have the tools and expertise to provide prompt, accurate information via email and video call conversations. Set a high standard of service and hold the team accountable to maintain it.
- **Strategy and oversight:** Work with SBTi Services leadership to devise the team strategy, objectives, and key performance indicators (KPIs) to measure the success of the new Validation Technical Support department
- **Training and Knowledge Sharing:** Oversee and contribute to the development and delivery of training sessions, webinars, and resource materials to educate stakeholders on the validation process, requirements, and best practices.
- **Issue Resolution:** Serve as an escalation point for complex validation company issues. Provide guidance to customers, propose solutions, and ensure timely resolution. Maintain high levels of customer satisfaction.
- **Customer Retention:** Set forth a company retention plan to proactively engage with companies during their target validation journey. Ensure companies who make commitments fulfill them by setting targets, and those with targets achieve or update them within the required timeframes.
- **Process Improvement:** Identify opportunities to enhance the customer support experience by developing and implementing strategies to streamline processes, improve efficiency, and ensure a user-friendly interface for stakeholders.
- **Measure and elevate customer satisfaction:** Design and operationalize validation post-mortem process to identify issues, challenges, and opportunities for improvement. Assess customer satisfaction input to make data-driven decisions.
- **Collaboration:** Work across internal teams and departments to address gaps in the current customer journey. Set processes to best support Outreach and Engagement, Target Validation, and Target Operation teams with outstanding customer needs. Collaboration is especially key with the Outreach and Engagement team for high-impact sample companies and financial institutions.

## Essential skills and experience needed:

- Bachelor's degree in a relevant field (e.g., Environmental Science, Sustainability, Business Administration) or equivalent experience. Advanced degree preferred.
- Demonstrated leadership and experience in business-to-business customer support, client management, or a related field, preferably in the environmental or sustainability sector.
- Expert-level understanding of greenhouse gas accounting principles, emissions reduction strategies, and sustainability practices.
- Experience or understanding of SBTi resources and validation process.
- Excellent team management skills, with a proven track record of effectively coaching and motivating teams to deliver excellent customer service.
- Multi-cultural sensitivity and working experience
- Professional, concise, and effective communication and English language skills, both written and verbal, with the ability to engage and interact with diverse stakeholders.
- Understanding of the SBTi customer profile.
- Ability to present technical topics to a wide range of stakeholders and communicate with high-profile clients.
- Proficiency in using relevant digital tools such as customer relationship management (CRM) software and Google Suite.
- Comfortable and experienced communicating with high-level contacts across various industries at large and influential corporations and/or financial institutions.
- Able to handle high-pressure situations, such as major technical issues or customer complaints, calmly and effectively.
- Willingness to speak up and comfortable navigating difficult conversations internally and externally.
- 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.
- Second language fluency is desirable given the international nature of the interactions, especially Mandarin, Japanese, or Korean.

The salary for this role will depend on location and experience level. This role is a fixed-term contract for 24 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.

**To apply, please fill out the application form:** <https://forms.gle/BYxVewHXxwvhtYqNA>

## 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;



SCIENCE  
BASED  
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

PARTNER ORGANIZATIONS



United Nations  
Global Compact



WORLD  
RESOURCES  
INSTITUTE



- Attractive holiday package.

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 based on race, color, religion, gender or gender identity, sexual orientation, national origin, disability, or age.