

## Validation Technical Customer Support, Regional Manager

**Location:** US, Mexico or the UK

### Job Purpose and Background:

The SBTi is seeking Validation Technical Customer Support Managers to help companies seeking technical assistance with the validation process and the application of SBTi standards. These positions will be critical in providing guidance on greenhouse gas accounting methodologies and ensuring that companies understand and comply with the requirements for setting science-based targets.

A Validation Technical Customer 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 position will report to the** Senior Manager of Validation Technical 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 and documents to match company-specific questions.
- Are passionate about providing excellent customer service to improve both the SBTi validation experience and 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:

**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.

**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.
- Demonstrated experience in business-to-business customer support, client management, or a related field, preferably in the environmental or sustainability sector.
- Strong understanding of greenhouse gas accounting principles, emissions reduction strategies, and sustainability practices.
- Experience with or understanding of SBTi resources and validation process.

- 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 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
- 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.

**To apply, please fill out the application form:** <https://forms.gle/zQpFFEWw21w9SQ716>

**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.

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.