



Is your ideal job providing exceptional service? Are you energized when you are interfacing with external and internal customers to solve problems, provide program support and share your technical expertise? Are you solutions oriented and focused on driving customer success? If so, we may have the job for you!

JOB TITLE: Customer Success Associate

DEPARTMENT: Customer Operations

LOCATION: Boston

SUMMARY: This position provides software customer support including technical support, product support, and customer success functions. The candidate will be a customer success specialist who answers client calls and helps them navigate through the Energy Intelligence Platform (EIP) assuring a smooth user experience, as well as plans and executes product support programs and provides customer-specific services which help customers optimize their investment in the EIP. Additionally this position administers and enforces software license agreements, monitors and enhances user adoption, and interacts with the sales team and product teams to support revenue growth.

ESSENTIAL DUTIES & RESPONSIBILITIES: In addition to the following, other duties may be assigned as needed to meet business needs.

- Provide distributed telephone support, answering customer questions and calls as a member of 2-5 person team
- Support internal users advanced questions regarding software functionality, and configuration
- Provide customer-specific services for the EIP which help customers optimize the value of our software, data, and analytical solutions
- Provide programmatic support for Supplier Relationship Management, strategic sourcing, and category management projects and other types of product support projects as may be required as the EIP evolves
- Support configuration tasks during implementation projects and during on-going customer support.
- Administer and enforce software license agreements
- Monitor user adoption, and diagnose problems so as to develop and execute programs to ensure the EIP is meeting customer expectations and that customers renew their license agreements
- Be a liaison between the support organization and the technical/development organization to communicate and resolve issues
- Track customer calls, support requests and develop reports and metrics. Provide efficient and timely resolution of customer issues

- Provide feedback on product enhancement to Product Development based on patterns observed in customer support calls

EXPERIENCE & EDUCATION:

- Strong time management skills and multi-tasking abilities
- Strong communication skills (listening, written, and verbal)
- Experience with web-based applications
- A strong desire to see PowerAdvocate customers succeed in solving their business problems
- Ability to manage and influence through persuasion, negotiation, and consensus building
- Analytical and process-oriented mindset
- Demonstrated desire for continuous learning and improvement
- Ability to work effectively both independently and in a small team environment
- Bachelor's degree

A plus:

- Demonstrated experience driving exceptional customer service
- Exposure to value drivers in recurring revenue business models
- Knowledge of databases