



## JOB DESCRIPTION

Position Title	Department	Reports to
Client Success Manager	Sales	CEO
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt	

### POSITION SUMMARY

AIQUEOUS amplifies the positive impact that our utility clients have in their communities, and our vision is to become the platform of choice for “utilities of the future.” Our core value proposition for our clients is to improve customer engagement and update in utility programs and services, strategic insights on customer activity and relationships, and utility staff productivity. We are looking for a Client Success Manager who will roll up their sleeves and help our team from inside the trenches. As our initial hire in this role, you will help design the company's customer success strategies, building strong relationships with customers and collaborating with cross-functional leaders internally to deliver consistently excellent customer experiences. Our ideal candidate is passionate about using analytical skills to identify problems, find solutions, and improve relationships. To succeed in this role, you should have relevant digital client experience and a demonstrated record of supporting and expanding client relationships.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Own overall relationship with assigned clients, which includes training, increasing adoption, ensuring retention, and high levels of customer satisfaction
- Serve as day-to-day contact for assigned accounts, building trust and rapport while identifying areas of opportunity, highlighting best practices, and documenting them
- Establish a trusted and strategic advisor relationship to help drive continued value of our products and services
- Maintain and develop customer success strategies and best practices, as well as customer support content
- Facilitate interaction and workflow between project team members, including third-party service providers, to ensure deliverables are on time
- Communicate effectively with both internal and external senior-level management to understand customer needs, maximize retention and growth, and communicate learnings
- Maintain existing customer success metrics and data as directed
- Review the customer journey, identifying how it's supported, taking a consultative approach in helping clients overcome issues and achieve goals
- Work with the sales and marketing team to build customer references and develop case studies

### MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- 2-3 years of experience in account management, customer success or project management with a high degree of client interaction, including service desk / ticket management and follow through.
- 2+ years with energy or water utility programs preferred, such as energy efficiency, water conservation, electrification, renewable energy.
- Strong verbal and written communication, strategic planning, and project management skills
- Analytical and process-oriented mindset
- Comfortable working across multiple departments in a deadline-driven environment
- Active team player, self-starter, and multitasker who can quickly adjust priorities

- Salesforce and project management tool experience a definite plus

## **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

## **NOTE**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

## **Reviewed with employee by**

**Signature:** \_\_\_\_\_ **Name (print):** \_\_\_\_\_

**Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## **Received and accepted by**

**Signature:** \_\_\_\_\_ **Name (print):** \_\_\_\_\_

**Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.

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