

Sr. Director of Client Success

Position Summary

Technology Firm, Shifted Energy is seeking a Director of Client Success to join our growing team and lead cross-functional product management, project implementation, and partnerships in smart energy projects. This candidate will be an experienced professional with expertise in building relationships, owning KPI and other deliverable metrics, and coordinating with business development and engineering for product market fit and management.

This individual will be the critical customer-facing representative of energy programs while having support from the engineering, development, and business development team members. The ideal candidate is one who has extensive experience with technical customer service, is passionate about solving customer needs, can clearly translate complex issues, and can set and manage customer expectations effectively. . Additionally, this candidate should have the ability to learn new technologies and communicate those concepts to customers with varying degrees of technical expertise.

The successful candidate will take a leadership role in product development, project implementation, technical support, and creating long-term, trusting partnerships. This is a great opportunity for someone who loves technology and interacting with energy customers, with a passion for clean energy and a sustainable future.

Responsibility & Duties

The Director of Client Success is responsible for overseeing all aspects of client relationships and product management. We think to truly be responsive to the needs of our clients and continue to excelebrate the development and scaling of world class digital climate solutions these responsibilities must be intertwined. This position will report to the CEO, and work closely with the CTO and Business Development teams.

As the primary point of contact throughout the customer lifecycle, the Senior Director of Client Success will be tasked with developing relationships with utility customers and channel partners through the project development, implementation, and verification phases.

These duties include:

Strategy and Operations (20%)

- Support corporate strategic planning and growth through introducing and promoting adoption of best practices related to operational systems, performance metrics and tracking, and product management
- Creatively collaborate with and provide vision for board, advisors, and executive team on corporate strategy
- Support Series A fundraise (~Q1 2023) with executive support and investor meetings
- Support utility RFP evaluation and responses

Product and Partnership Management (30%)

- Cross-functionality collaborate with Finance, Business Development, and Engineering teams to develop a strategic product and partner roadmap, aligning team resources with optimal market timing

- Establish and strengthen key partner relationships (primarily DER providers) and evaluate benefits and opportunities across business lines, execute necessary agreements, and project manage technical integrations to realize win-win-win opportunities

Customer Success (50%)

- Develop SOW, Agreement and Budget templates to support pilot project definition, experimental design, budget development, process flows, and project execution
- Lead customer training sessions and demonstrations on the platform, functionality and capabilities
- Lead project implementation from discovery, planning, resource allocation, delivery, and customer support
- Own customer relationship, rapidly elevate issues to appropriate team members, and ensure delightful experiences for customers and end users
- Utilized CRM and other business systems to keep track of customer account data, participation, logging calls, and relevant notes.
- Provide high-level technical and product support
- Evaluate and ideate upsell opportunities with existing clients
- Solicit feedback, testimonials, and opportunities for improvement from customers

Qualifications & Skills

Candidates should be customer service and team-oriented, with proficiency in learning new technologies and tools. This position requires self-motivation, resiliency, and the ability to effectively communicate with a diverse population of customers.

Desired skills and qualifications include:

- A strong client success or product market lead background, with proven success in stakeholder understanding and management.
- Personal organization and task prioritization.
- The ability to work independently, and remain accountable for meeting goals, deadlines, and providing reporting and feedback to the team.
- Proficient communication skills, both written and verbal, including the ability to explain the fundamentals of the technology and project goals.
- Proficiency in the Google Suite of programs, including Drive, Docs, Sheets, Slides, and Meet or their Microsoft equivalents
- Experience with CRM Software, Scheduling, and Marketing Tools.
- An understanding of energy systems, and electrical utility supply/demand and billing.
- Personal commitment to sustainability, and a clean energy future a plus.
- The ability to continuously innovate, promote efficiency, and improve processes

Compensation & Benefits

Our entrepreneurial-driven environment of ownership and execution offers team members the opportunity to contribute to a greater mission while growing personally and professionally. You will continuously learn as part of a culture of continuous improvement and actively contribute to making our homes and communities smarter and more sustainable.

Salary: TBD

Options: TBD at current 409b price, earned over a 4 year vesting period

In addition to salary and employee stock options, we also offer:

- Comprehensive health coverage that includes prescription drugs, dental, and vision with your choice of Kaiser or HMSA.
- Holidays include
 - Feb 21 - Presidents Day
 - May 30 - Memorial Day
 - June 10 - Kamehameha Day
 - July 4 - Independence Day
 - Sept 5 - Labor Day
 - Nov 11 - Veterans Day
 - Nov 24 - Thanksgiving
 - Nov 25 - Lā Kū'oko'a
 - Dec 26-30 - Christmas/New Years week off
- Flexible Time Off / Unlimited PTO
- Days of action, 2 paid days off for volunteer activities
- Stipend for Remote/Virtual work options

Shifted Energy Equal Opportunity Statement

Equal opportunity for us is more than just words. We are currently 35% female and 60% BIPOC with goals to further increase the diversity of our company. We are also committed to company lokahi (unity/harmony) meaning Shifted Energy, as a company, promoting the welfare of others through donations of funds or time. Ensuring that our business and its practices enhance our community is an integral part of how our company conducts business and is therefore integrated into our work rather than an extraneous effort or activity.

About Us:

Shifted Energy was born and built in Hawaii with the belief that everyone deserves to be included in the green energy movement. We are a small and passionate team that is performing well above our size. We align ourselves with concepts of aloha being the coordination of mind and heart within each other.

About You:

Passionate about climate change and the equitable transformation of the green energy economy. You are unafraid to have difficult conversations while maintaining compassion and seeking to understand. You are comfortable working in a startup environment, you have ideas, and want to contribute to the growth of a young company. We are not looking for a rolodex, or the perfect resume. We want someone who believes in the dream of Shifted Energy and wants to be part of something new, impactful, demanding, and heaps of fun.