HeavyConnect Customer Success Manager

Mission

HeavyConnect empowers food producers to simplify operations and work-life with easy collaboration software.

About us

Based in California's Salinas Valley, HeavyConnect is the leader in mobile workflows for the farming industry.

HeavyConnect simplifies operational complexity and regulatory compliance for the agriculture industry by leveraging the burgeoning capabilities of standard mobile devices. We have created a mobile platform that digitizes the paper-based workflows of remote farming and processing operations. Since inception, HeavyConnect has evolved beyond digital data collection to providing workflow collaboration tools for teams that focus on Food Safety, QA, Pest Management, Worker Safety, Employee Time & Attendance, and more.

About the role

We are seeking a Customer Success Manager to join our team Customer Success team. This role is responsible for managing software implementation and deployment programs with new and expanding customer accounts. We are seeking a team player who takes pride in educating customers about product and setting them up for success. The ideal candidate is detail oriented and gets immense satisfaction from crossing items off a list and sticking to timelines. This role is responsible for driving ongoing adoption with new users and new product use cases.

Responsibilities

- Collect required information for account creation or expansion, including contact roles, operational details, and existing documentation.
- Record all customer interactions in HubSpot, including ticket tracking, meetings, phone calls, etc.
- Manage timely deployments for new accounts or projects, including kick-off calls, weekly progress meetings and reports, and dashboard and app training. Be creative and persistent in encouraging customers to use consistently.

- Represent the voice of our customers to clearly communicate and inform our product and sales teams regarding value propositions, product roadmap, custom development projects, etc.
- Provide additional support before and during scheduled audits.

About you

- Minimum 2-3 years of experience in software customer support or account management.
- Remote working experience
- Experience working with complex customers (multiple divisions, locations, user types, technological literacy levels etc).
- Software implementation, deployment, or project management experience.
- Tech experience: Hubspot, Office 365, GSuite, Slack.
- Strong ability to manage multiple tasks and organizational responsibilities with attention to detail.
- Present professionally with exceptional interpersonal, written, and verbal communication skills. Impressive executive presence and project management.
- Experience working with cross-functional teams; proactive and highly responsive communicator.
- Spanish speaking candidates will be given preference.

More…

Company: HeavyConnect, Inc.

Location: Monterey County, California, USA; remote possible

Compensation: The ideal candidate will receive a competitive salary and a full benefits package.

Inclusion: Come as you are. We celebrate diversity and are committed to creating an inclusive environment for all employees. HeavyConnect is an equal opportunity employer.

To apply, email contact@heavyconnect.com with the subject line "Customer Success Manager Application". Please include your resume within the body of the email.