



7878 Wadsworth Blvd., Suite 340
Arvada, Colorado 80003
303.214.5067 | www.PlanITGeo.com

July 26, 2021

Job Title: Customer Success Representative

Compensation: \$70K+ annual on target earnings (base + commission/bonus)

PlanIT Geo™ is an industry leader providing consulting services and enterprise GIS software for urban trees, parks, tree care, and related green infrastructure asset management. We help government, non-profit, and private organizations worldwide improve their urban environment and community quality of life through our offerings. Do you want to work for a fast growing disrupting technology company based outside of Denver? We are seeking a customer success representative to help support our growing number of North American private industry software (SaaS) customers

Objective:

Secure software subscription renewals in the North America private sector by ensuring customers consistently receive exceptional value from our products and support. Minimize churn and maximize net revenue retention with expansion sales.

Responsibilities:

- Become an expert user of our suite of software products in order to guide our customers
- Accurately set up and track customer subscription data in our CRM in your territory
- Ensure new customer apps are set up, delivered, and accessed successfully
- Review each new account with the sales team for smooth transition, and ensure customer training and onboarding process is fulfilled for each new customer
- Regularly meet with your customers to support them in achieving their defined objectives
- Renew subscriptions and Identify/close expansion opportunities

- Ensure customer invoices are accurate and sent on time by accounts receivable
- Collaborate with our support team to report customer tech issues, requested modifications, and expansions
- Collaborate with the marketing team to develop promotions, customer communications, relevant content, and provide feedback on customer testimonials and value statements
- Contribute feature and product ideas to the development team based on conversations with customers

Ideal candidate skills and experience:

- 2 years + of SaaS sales experience, preferably in customer success or account management
- Urban forestry, tree care, or landscape maintenance experience preferred
- Familiarity with enterprise GIS software applications
- Strategic and tactical problem solver comfortable using data driven insights
- Growth mindset, comfortable with fast paced changing environment
- Comfortable with committing to and surpassing sales quotas
- Self accountable, excellent communicator, and an ability to tactfully challenge customer conventional thought processes
- Experience with CRM and marketing automation software

PlanIT Geo has employee benefits that include health insurance, PTO, unpaid leave, and a 401k match. We are seeking to evaluate qualified candidates as soon as possible. Please email a resume and cover letter to: Evan Sims, EvanSims@planitgeo.com.