



Level: Experienced

Reports To: Chief Executive Officer

Job Location: Denver, Colorado

Travel Requirements: Up to 25% national travel as needed

Position Type: Full Time

Education Level: 4 Year Degree

Experience: 5+ years customer facing experience

About Urban Solution Group

Urban Solution Group is a Denver based, high growth environmental services company. We specialize in Social and Environmental mitigation through technical and social products, as well as services, for Oil, Natural Gas, Renewable Energy & Crypto companies. Currently we are operating in Colorado, Texas, Connecticut, and North Carolina, with plans to expand over the next 12-24 months. Being a small business, it is all hands-on deck. Our close-knit team is looking for an individual that is motivated, driven, and ready to fill numerous needs throughout the organization as we continue to grow. Our company culture is something we value and will continue to prioritize throughout our growth. Urban invests in our employees and we want teammates who are in for the long haul!

Recently we have launched a first of its kind comprehensive energy SaaS platform that fills a unique market niche and is unlike any other offering currently available. As a result, we are seeing fast market adoption and an incredible opportunity for this new division to add to our already impressive growth. This is an exciting opportunity for an experienced SaaS Customer Success Manager to work collaboratively with the company's executives to establish the foundation upon which a world class customer success division will be built.

Urban's team offers a wide range of skills and collectively has over 50 years of energy & environmental services experience, along with 15+ years public relations and communication experience. With expertise in oil and natural gas operations, acoustic modeling and mitigation, comprehensive mitigation planning and mitigation our team is skilled in providing cost effective, strategic planning and execution of large-scale operations in urban areas.

Customer Success Manager Job Description

As a Customer Success Manager your responsibilities will include managing new projects while developing long-term relationships with a list of customers, connecting with key business executives and stakeholders. The Customer Success Manager will liaise between customers and cross-functional internal teams to ensure the timely and successful delivery of our solutions according to customer needs. This role is perfect for someone who is looking to leverage their knowledge and processes of customer success to create a division that is aligned with the great service and value Urban's customers have come to expect.

The ideal candidate will have a bachelor's degree and at least 5 years of experience in a SaaS business. Candidates should be experienced and well versed in customer success processes and duties including managing implementations on an enterprise scale. Familiar with a variety of project management best practices and procedures. A wide degree of creativity and latitude is expected as you leverage your experience and best practices to plan and accomplish goals.

Responsibilities:

- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Drive additional unit sales post implementation of client contracts
- Develop customer loyalty & retention strategies for each account
- Be the primary point of contact and build long-term relationships with customers
- Help customers through email, phone, online presentations, screen-share and in person meetings
- Develop a trusted advisor relationship with key accounts, customer stakeholders and executive sponsors
- Provide first line support for technical issues or questions
- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
- Forecast and track key account metrics
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations
- Enhance department and organization's reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments
- Responsible for keeping current clients satisfied and delivering exceptional client service Monitor and analyze customer's usage of our product



- Responsible for working with the Sales team to onboard and integrate new clients and develop existing client relationships

Requirements:

- Proven account management and project management or other relevant experience
- Demonstrated ability to communicate, present and influence credibly and effectively at all levels of the organization, including executive and C-level
- Experience in delivering client-focused SaaS solutions based on customer needs
- Proven ability to manage multiple projects at a time while paying strict attention to detail
- Intermediate understanding of cloud software (SaaS)
- Basic SaaS infrastructure (AWS, Azure) knowledge
- Self-motivated and able to thrive in a results-driven environment
- Excellent time and project management skills. You're always looking to improve inefficient processes
- 5+ years of related experience (Account Management, Project Management)
- Expert at Excel, PowerPoint, and Word

Preferred Qualifications:

- PMP or equivalent Project Manager certification
- Managed \$2m+ booked of business across multiple customers
- 3-5 years' Implementation experience with a SaaS product
- 3-5 years' experience in a project management role within a software company
- Understanding of Open Source IOT & 'low-code/no-code' software
- Experience with environmental and social mitigation products and methodologies
- Basic understanding of Oil, Natural Gas, Ordinance, and Crypto regulation industry principles

System Knowledge:

- Salesforce, PowerBI, Excel, PowerPoint, AWS, Jira, Confluence, Zendesk

Benefits you will enjoy at Urban:

- Annual salary with bonus potential
- Medical, dental and vision insurance
- 401 (k) matching
- Flexible Time Off
- Opportunity for equity
- Working with a super-cool team and a company that values its employees!

*Urban Solution Group is an Equal Opportunity/Affirmative Action Employer.