

Customer Success Specialist (CSS)

As a key member of the Customer Success Team, the Customer Success Specialist will work directly with Climate FieldView customers through direct and indirect interactions and deliver a high standard of service. The CSS will be responsible for driving customer adoption and success with Climate FieldView by providing customers onboarding guidance, usage/adoption recommendations, data ingest assistance and training on Climate FieldView platform features. The end result is increased customer satisfaction, engagement, retention, and expansion of the Climate Corporation footprint. It is the CSS's job to represent The Climate Corporation to our constituents and to ensure that we deliver on our commitments to our customers.

Essential responsibilities:

- Drive early success for our new customers and ensure a positive and productive start to a long relationship through specific proactive outbound efforts
- Gain proficiency in all Climate FieldView product functionality, learn features, benefits and how they add value to our customers operation
- Serve as the voice of the customer and collect feedback to drive continuous improvement across all areas of the Climate FieldView platform
- Proactively coach and guide customers to engage in Climate FieldView products along the customer journey that enable them to succeed with the platform
- Provide 1:1 training on new features to customer base to ensure product adoption
- Identify at risk accounts with the goal to minimize monthly and annual churn rates
- Identify opportunities to improve/optimize Customer Success operations and tools
- Log all inbound and outbound inquiries in Salesforce to ensure accurate reporting of volume and documentation of issues.
- Keep all team documentation and reference materials up to date.
- Follow escalation procedures when necessary
- Represent Climate Corporation to our customers in a professional manner consistent with our brand

Basic Qualifications:

- BA/BS Degree required
- First hand understanding or experience in agriculture, ag industry with farming practices, Ag equipment, and digital ag platforms

Preferred Qualifications:

- Ideal: 1+ years customer support and/or account management experience or prior experience in customer support increasing customer satisfaction, adoption, and retention
- Strong interpersonal skills with a passion for customer interactions and service
- Organized, detail-oriented individual with ability to multi-task, maintain accuracy of information, and meet deadlines with little supervision
- Strong interest in agriculture and desire to bring improved productivity and value to farmers
- Excellent verbal, written and phone communication skills
- Ability to thrive in a fast-paced environment
- Ability to build strong relationships over the phone
- Able to work independently and as a team
- Proven follow up skills and drive to provide high level service
- Limited travel required

What We Offer:

We offer the opportunity to join a high-powered team with a great company culture, solving a big real-world problem. Our team is composed of some of the brightest interdisciplinary minds in the industry. The environment is extremely engaging and fast-paced, with dozens of specialties coming together to provide the best possible products and experiences for our customers.

About Us:

The Climate Corporation aims to help farmers around the world protect and improve their farming operations with uniquely powerful software and hardware products. The company's proprietary Climate FieldView Platform™ combines hyper-local weather monitoring, agronomic modeling, and high-resolution weather simulations to deliver Climate FieldView Prime™, Climate FieldView Plus™ and Climate FieldView Pro™, mobile SaaS solutions that help farmers improve profitability by making better informed operating decisions. The company's unique technologies help the global \$3 trillion agriculture industry to stabilize and improve profits and, ultimately, help feed the world.

See our video about what it's like to work at The Climate Corporation: <http://vimeo.com/63381109>