

Director of Customer Success
Brooklyn, NY or Berkeley, CA

“The battery is the technology of our time.” -The Economist

Powering applications from consumer electronics to the Internet of Things, electric vehicles, medical devices, aerospace, and grid energy storage, batteries enable our modern world. However battery performance remains the key bottleneck impeding broader adoption of these technologies. Voltaiq is transforming the battery industry, through software.

Voltaiq’s cloud-based Battery Intelligence software suite brings unprecedented data analytics, visualization, and predictive capabilities to any company making batteries or battery-powered products. Our software helps customers to accelerate product development and improve safety and reliability, ultimately turning battery performance into a competitive advantage.

Our SaaS platform is already in use at global consumer electronics companies, battery and capacitor manufacturers, startups, and university labs. With a rapidly growing customer base, we are looking for an extraordinary Director of Customer Success to join us and help drive the next phase of Voltaiq’s expansion. You’ll be joining a small, high-powered team (currently 10) with significant potential to grow your role along with our company. This position can be filled at either our Brooklyn, NY or Berkeley, CA office to assist customers across the globe.

Job responsibilities:

- As Director of Customer Success your job is to ensure that Voltaiq is fully utilized by customers to solve their problems, providing guidance where necessary to help them exploit our existing products, and working with them to drive our software platform forward.
- Initially you’ll work with the founders to develop a repeatable and scalable customer success process at Voltaiq, after which you’ll hire and manage a team to execute that process.
- Ensure ongoing customer success through successful onboarding, quarterly technical reviews, and a focus on yearly renewals and contract expansion.
- Learn customer engineering workflows and priorities, help customers achieve goals using Voltaiq software.
- Guide customers through onboarding, set up data pipelines and Voltaiq software configuration per customer requirements, train users.
- Pre- and post-sale technical support, including sales demonstrations.
- Contribute to product roadmap and feature planning.
- Contribute to product documentation and internal knowledge base.
- Contribute to software testing and validation.
- Up to 25% travel to customer sites and tradeshow.

Metrics:

- Ensure successful customer onboarding during first month and increasing adoption over the first three months, as measured by the number of customer staff signing in regularly.
- Implement a system to track Net Promoter Score (NPS) and ensure a positive trend over time, by addressing customer pain points and adding new functionality working cross-functionally with sales, support, customer success, marketing, and engineering.
- Contract renewals and upselling. Ensure net negative churn by revenue, targeting expansion of 120%+ as a cohort each year as customers add channels and modules.
- Contribute to product growth through both the enhancement of the existing product, and through helping develop new software modules based on common customer workflows and new business opportunities.

Qualifications:

- Graduate degree in Materials Science, Mechanical Engineering, Electrical Engineering, or a related field.
- Battery testing experience is a huge plus, some type of lab research experience is a must.
- Passion for Energy, with a grasp of basic concepts (current, potential, energy, charge, power).
- Experience recruiting and managing employees.
- Superior creative problem solving and general troubleshooting capability.
- Strong written and oral communication skills.
- Strong organization skills, with an ability to manage multiple incoming requests and drive projects to their successful completion.
- Desire and ability to thrive in loosely structured, high-demand startup environment.
- Basic Windows networking experience and programming experience in Python, Matlab, or similar are pluses, but not required.