



Use your passion for environmental sustainability and human health to help customers implement sustainability and transparency at a fast-growing SaaS software startup.

### **Position**

Customer Success Manager – Fort Collins, CO

### **Why You Matter**

The Customer Success Manager is responsible for onboarding and supporting existing customers. You will help customers learn the toxnot system through one on one support, developing help content and delivering high quality training sessions. You will also be the “voice of our customers” in our product development process. This is a unique opportunity to work in an early stage startup with an extremely approachable and knowledgeable senior management team.

### **What You’ll Do**

- Onboard new customers and problem solve to ensure deep adoption of the toxnot product.
- Build and publish customized online help content and training materials.
- Track NPS and strategize on improving it.
- Uncover account expansion opportunities for the sales team.
- Feel personal pride when toxnot customers are 100% confident in recommending our product and company (and take action when they aren’t).

### **What You’ll Bring**

- A passion to change the way the world manages harmful chemicals and global supply chains
- 2+ years of customer facing sustainability work (customer success, consulting, sales or sales engineering)
- Experience developing presentations and materials for Product Development, Supply Chain, Compliance and/or Sustainability Leaders
- Experience utilizing CRM and issue tracking software preferred
- Science or Environmental degree preferred
- Possess the drive to succeed and to participate in the growth of an exciting, fast-paced company

### **Benefits**

- Competitive salary and bonus plan
- Full benefits
- Stock options

- Advancement opportunities only a fast-growing startup can offer
- Awesome Fort Collins location in a LEED Platinum Building with top notch espresso

**Why toxnot?**

At toxnot, you'll have the chance to make an impact on the products that surround us. toxnot provides chemicals management software to product manufacturers so that they can design safer products, get transparency from their supply chain and report on chemicals to their customers. We've been recognized with numerous awards and serve a variety of customers, including numerous global brands. This is an opportunity to drive change that matters in a fast-growing technology startup.

*toxnot, Inc. is an EEO/AA employer. toxnot is an inclusive employer that believes in workplace equality, supports diversity, creates a welcoming environment, and respects the unique qualities each individual brings to the company.*