



1385 Cambridge Street
Cambridge, MA 02139

Job Description and Success Profile

JULY 10, 2018

Job Title: Customer Success Manager
Reporting to: Vice President, Business Development
Location: Cambridge, MA

KGS BUILDINGS is a rapidly growing company of passionate building scientists, big data software developers and visionary business leaders on a Mission to provide the most comprehensive, cost-effective and cutting-edge performance management software to people who manage and service buildings.

If you are a dynamic individual who is Passionate about energy efficiency and can adapt in a fast pace work environment, then we want to hear from you!

JOB PURPOSE / MISSION

As Customer Success Manager you will be responsible for consistently engaging KGS Buildings' customers to ensure satisfaction, track user adoption and return on investment and identify training and service needs. Your role is to help our clients achieve and measure progress towards their goals, become heroes inside their organizations, and receive recognition from their peers outside through awards and high profile speaking opportunities.

Flexibility in this role is key. This is a growing business in a rapidly evolving market.

CORE RESPONSIBILITIES

- 1) Track user engagement and ROI metrics across all strategic accounts
- 2) Submit conference speaking engagements and industry awards on behalf of key clients
- 3) Own the renewal process for all enterprise accounts
- 4) Manage communication with the KGS "Client Council" and coordinate the annual users conference
- 5) Manage "Impact Reporting" process for all enterprise accounts
- 6) Develop training resources for users
- 7) Maintain high customer satisfaction and upsell existing customers

ADDITIONAL RESPONSIBILITIES

- Work collaboratively with the Engineering Services team, the Building Technology Team and the Sales team to ensure success.
- Track our internal company deliverables and communicate proactively with the customer to maintain deadlines

- Support the business development activities of the VP - Business Development and CEO

THE IDEAL CANDIDATE...

- Has worked in similar capacity in an enterprise software, analytics business intelligence or engineering services with a demonstrated track record of success
- Technical aptitude to learn how buildings work and the value clockworks delivers
- Is motivated about changing the built environment with a new generation of tools, technologies, and business models;
- Can wear many hats comfortably and enthusiastically; and
- Would like to work in a close knit, passionate, startup environment where communication is key

Qualifications

- Confident, self-motivated, works well in teams, can take and deliver constructive criticism to achieve the best possible outcomes
- 5+ years relevant experience
- Ability to juggle multiple responsibilities and prioritize deliverables.
- *(ideal)* Knowledge of intelligent buildings, automated ongoing commissioning, fault detection and diagnostics, performance measurement and verification
- Desire to learn about building energy efficiency solutions, and change the industry
- Excellent written and verbal communication skills is essential for this role

Contact

- Email: sales@kgsbuildings.com
- Website: <http://www.kgsbuildings.com/>