



Solar Customer Success Account Manager | Silicon Valley, CA

Represented by Wentworth Executive Recruiting | Carol Ann Wentworth, CEO | 415.516.9343
carolann@wentworthexecutiverecruiting.co | www.wentworthexecutiverecruiting.co

Job Description

Develop and execute programs for residential and commercial solar installers to improve customer experience and loyalty worldwide. You will be the internal voice of the installer, ensuring new products, software, services, etc. consider installer inputs.

Your role will include Program Manager components, beginning with collecting feedback from select installers via surveys/sales/in-person installer meetings, delivering features and services specifically targeted at installers, and bringing the company closer to the installer community.

You will leverage your knowledge to expand and broaden the connections with the ever-evolving global installer network. Other inputs to the program definition will include mining our ever-increasing datasets of the ~55K (monitored) installed base and using analytics to determine which features benefit the installer community---and then driving the company in that direction.

Responsibilities:

- Develop/deliver, and drive internal cross-functional teams to develop/deliver, world-class collateral/training/webinars/etc. for the global installer customer base.
- Develop strong relationships with installers and feed their insight into the New Product Development Process, Customer Support Process, etc.
- Solicit installer feedback via surveys, etc., develop and execute company-changing initiatives to align company output with serving installers in order to grow mindshare and market share.
- Be able to prioritize what we deliver based on economic value and monetization opportunity.

Requirements:

- Experience driving influence with indirect customers, either in end customer via distributor models, or more applicably in the solar industry with installers via distributors.
- Experience driving influence internally in a cross-functional capacity, creating a vision (storytelling) for internal stakeholders.
- Prior Customer Success Account Manager (or similar role) experience in high tech industries. Solar, SaaS preferred.
- Ability to manage multiple priorities.
- Undergraduate/postgraduate in a technical, marketing, or business-related degree preferred.

What is Offered:

- Competitive Pay; \$130K - \$135K DOE
- Health Benefits Package
- Stock options
- Traditional PTO
- Supportive company culture, beautiful corporate office environment with free parking.
- Healthy lunches are catered at the office on Fridays.