|  |  |  |  |
| --- | --- | --- | --- |
| Job Title: | Customer Experience Manager | Job Category: | Exempt |
| Department/Group: | Sales/Marketing |
| Location: | Aliso Viejo, California – Remote okay | Travel Required: | 25% |
| Reports To: | V.P. of Sales/Marketing | Position Type: | Full Time |
| Level/Salary Range: | Competitive Base-salary + Commissions | Date Posted: | August 21, 2019 |
| HR Contact: | Dixie Milberg | Start Date | ASAP |
| External posting URL: | [careers](http://www.phoenixet.com/company/careers-phoenix-energy-technologies)@phoenixet.com |
| Applications Accepted By: |
| **Email**:careers@phoenixet.com **Subject Line:** Careers at PhoenixET – Customer Experience Manager**Attention:** Dixie Milberg |
| Job Description |
| **POSITION SUMMARY:**Phoenix Energy Technologies, Inc., combines cutting-edge technology with ecological responsibility and state-of-the-art IoT Big Data analytics solutions, reduced cost ROI value from Energy facilities management technology and services.We currently have an opening for an experienced, highly motivated and professional Customer Experience Manager who is a skilled and experienced in customer relationship management and development through building a trusted advisor relationship. The Customer Experience Manager will serve as a primary point of contact between Phoenix Energy Technologies, Inc. and its Clients senior level management to ensure their needs are met and their expectations are exceeded, while maintaining a margin expectation of the account. This position also takes the lead role in the upselling of features and/or products to the customer.**ABOUT PHOENIX ENERGY TECHNOLOGIES, INC.:**Founded in 2004, Phoenix Energy Technologies is a leading provider of Enterprise Energy Management Software and Services. PhoenixET works with retail, grocery, healthcare, and public sector customers to discover opportunities and implement strategies which reduce energy consumption and lower facilities spend. Through real-time measurement and verification of energy use, related costs and contextual data (such as weather, occupancy, and schedules) PhoenixET helps its customers get a "full view" of energy consumption and costs to drive efficiencies and deliver maximum ROI.In addition to its SaaS software services, PhoenixET also provides professional Business Process Outsourcing (BPO) and Analysis as a Service (AaaS) to its customers. PhoenixET has taken an innovative approach to alarm and data management with a focus on built-in intelligence. By leveraging the PhoenixET technology platform, together with a robust and innovative services team, and proactive analytics tools.Culture is important at Phoenix Energy Technologies and we take great pride in our Phoenix Phamily atmosphere and boundless Team spirit! We offer a great product/service; have exceptional leadership and a close-knit group of knowledgeable and hard-working Team- oriented employees. We are innovative, creative, professional and growth-oriented. **We have excellent medical, dental, vision and life benefits, a great flexible Personal Time Off Plan (PTO) and immediate 401K contributions**. PhoenixET is truly an awesome place to work and grow!We are excited about where we are headed and we think you will be too:* Using our SaaS product, we help large multi-site organizations reduce energy costs, facilities maintenance & repair spend, and equipment purchases without the installation of hardware, through quickly implemented web-based software coupled with our professional services and proactive analytics.
* Our Customers achieve measurable energy, facilities repair, and maintenance savings by operating more efficiently, limiting equipment failures and costly truck-rollouts, and providing greater comfort controls as well as taking advantage of our proactive analytics.
* Armed with better monitoring and decision-making tools, customers not only save money, they also support sustainable energy and attain significant carbon reduction goals.
* Through our technology and services, we help our Customers achieve quick win ROI with reductions in energy consumption and facilities spend in their first year with PhoenixET.

**RESPONSIBILITIES:*** Overall Customer Satisfaction
* Customer Profitability
* Upselling products and services to provide additional value for customers
* Training and demonstration of Phoenix modules to customers
* Manage to all specific terms of the contract by and between Phoenix Energy Technologies, Inc. and the Customer
* Track time spent supporting each client
* Ensure teams are assisting customers with system support, work flow, data issues, reporting, and training
* Complete KPI’ to track PhoenixET’s services vs customer’s scope of work
* Deliver KPI update monthly to VP of Operations for each account assigned
* Ensure Account Leads are reviewing opportunities for improvements with clients
* Review and measure metrics of customers SOW vs actual work being performed to help client understand how we are performing against it.
* Ensure all reporting is in the Reporting Portal
* Accurate, verbal and written communication with internal and external customers, and Executive Team
* Approach customer issues with good judgment; while following established guidelines for operating procedures, quality, and productivity.
* Communicate and identify new products and services to fit the needs of customers
* Work in tandem with the implementation team on pilot conversions

**REQUIREMENTS:*** Ability to build trusted advisor relationships with customers
* Exceptional interpersonal customer service, problem-solving, verbal and written communication, and conflict resolution skills
* Knowledge of management principles and familiarity with Company products, services and policies
* Strong coaching and leadership skills, ability to motivate people
* Decisiveness and attention to detail
* Proficiency with necessary technology, including computers, software applications, phone systems, etc.
* Strong process improvement skills

**EDUCATION AND EXPERIENCE:*** Bachelor’s degree or equivalent
* 5 -7 years directly related experience or an equivalent combination of education and experience
* Familiarity with HVAC and electrical nomenclature a plus

 **SKILLS AND QUALIFICATIONS:*** Customer focus, Customer service, verbal communication, process improvement, problem-solving, people skills, teamwork, people management, managing processes, emphasizing excellence
* Software: Excel, Word, PowerPoint, various forms of business intelligence software (Power BI)

***MUST BE ABLE TO WORK IN THE UNITED STATES FOR ANY EMPLOYER WITHOUT SPONSORSHIP******Candidate need not live in California.*** |