



Director of Customer Success

Location: Brooklyn, NY or Berkeley, CA

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

Voltaiq's cloud-based Battery Intelligence software platform brings unprecedented data analytics, visualization, and predictive capabilities to any company with a battery-powered business model. Top automakers, consumer electronics, and energy storage companies use Voltaiq to accelerate product development, improve performance, ensure safety and reliability, and secure financing for their products. Our high-powered team comprises PhD scientists, expert data professionals, and battery industry veterans, all passionate about enabling the global energy transition. Voltaiq has offices in Brooklyn, NY and Berkeley, CA, serving customers around the world.

The role:

We're looking for an experienced leader with a proven track record building teams and processes that turn customers into evangelists. The Director of Customer success will own the post-sale customer relationship, leading three specific functions: Customer Success to build and maintain the ongoing relationship with customers, Applications Engineering to drive the technical implementation and provide ongoing expertise, and Customer Support to ensure end-user satisfaction. This position reports to the Chief Product Officer (a Voltaiq founder).

Responsibilities:

- Build Voltaiq's global Customer Success organization from the ground up.
- Develop, document, and seek to continuously improve repeatable, scalable processes to guide the customer's journey through deployment, adoption, renewal, and upsell.
- Recruit and lead your team across the three primary functions: Customer Success, Applications Engineering, and Customer Support.
- Work with the Voltaiq sales team to understand the customer's metrics for success; tailor the Customer Success team's approach to clearly address and communicate progress against these metrics.
- Measure effectiveness of Customer Success team, defining operational metrics for each sub-team and management of quarterly objectives. Monitor and achieve KPIs
- Work cross-functionally with product, engineering, sales and marketing to implement programs and processes to improve deployment, expansion and retention.
- Identify expansion opportunities and work with the Voltaiq sales team to expand successful programs.
- Serve as a point of escalation to manage expectations, navigate challenges, and to ensure long-term account success.
- Feed customer needs and requirements into product roadmap planning, working closely with the product and engineering teams.

Voltaiq, Inc.

15 Metrotech Center • 19th Floor • New York, NY 11210

2150 Shattuck Avenue • Suite 704 • Berkeley, CA 94704

www.voltaiq.com



- Grow customer evangelists that lead to case studies, speaking opportunities, references, and ultimately renewals.
- Speak on the customer's behalf in every decision we make.
- Up to 30% travel for customer meetings and industry events.

Qualifications:

- 6 or more years of customer-facing work experience in customer success/support, sales, consulting, or similar, working with or supporting highly technical products/businesses.
- 3 or more years in a customer-facing leadership role.
- Experience working with large enterprise customers, managing multi-month implementations and large-scale rollouts.
- Experience recruiting and managing employees.
- Superior creative problem solving and general troubleshooting capability.
- Strong written and oral communication skills, and proven ability to work with both technical and non-technical teams.
- 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.
- Passion for Energy, with a grasp of basic concepts (current, potential, energy, charge, power).
- Graduate degree or significant work experience in Materials Science, Mechanical Engineering, Electrical Engineering, or a related technical field is a plus. Experience with battery testing, battery product engineering, or grid-scale energy storage is a huge plus.

Voltaiq is an equal opportunity employer and is committed to achieving a diverse workforce through application of its equal opportunity and nondiscrimination policy, in all aspects of employment.