

Customer Success Manager

Dynamhex helps clients minimize emissions and energy consumption and costs to improve sustainability through energy analytics, procurement of clean energy, and actionable decarbonization strategies.

Dynamhex is seeking an experienced, organized and self-motivated individual to support the development of cost-effective energy solutions for our municipal, utility and enterprise customers. The candidate will help realize Dynamhex's vision by guiding the organizations with climate targets to procure services from our partners for verifiable and cost-effective reductions.

We are looking for a customer success veteran who can help guide our most strategic customer relationships as well as bring our customer voices into Dynamhex to more effectively engage and interact with our customer portfolio. As such, the ideal candidate will be an expert in understanding the energy landscape, empathizing with our users and driving adoption to better manage our customer's growth and expansion.

Job requirements

- Build enterprise customer relationships and help deliver proven value to our largest and most strategic customers
 - Drive user adoption and become a valued advisor by building and maintaining relationships with partners and customers
 - Coordinate data, communications and deliverables (models, proposals) between utility partners and internal stakeholders
 - Support the creation and execution of site-specific energy supply strategies as well as optimization projects
- Work closely with business development and account executives on growth and expansion opportunities
 - Partner with cross-functional teams in sales + marketing, support, engineering + product, to ensure key KPIs and customer satisfaction goals are met
 - Conduct quarterly account reviews and executive business briefings with key stakeholders
- Develop strong relationships within key partners and their operational staff through regular engagements
 - Work with utility program and account managers
 - Work with ESCO teams and other service providers, such as consultants
 - Work with equipment vendors and OEMs
 - Develop expertise and thought-leadership in the emerging climate tech and energy services industry

Requirements

- Bachelor's degree in engineering
 - Master's degree in business administration or management preferred.
- 5 years' experience on energy services and working with C&I customers
 - Working knowledge of emission factors, energy supply, energy efficiency and utility programs, building energy processes and related infrastructure
 - 2-year experience in software-driven business environment within energy
 - Advanced knowledge and proficiency in Microsoft Excel, python experience a plus.