

Customer Success Manager - Australia

Company Overview

Downforce Technologies is a global, remote-first company dedicated to addressing the climate crisis and promoting sustainable land management through cutting-edge technology and groundbreaking science. Our Nature Analytics Platform empowers farmers, landowners, and supply chains to make informed decisions that preserve and restore soil health on a global scale.

Our team is composed of global experts who are passionate about delivering real solutions to climate change. Our Founder and Chief Scientist is the former Chief Scientist for UNEP and Executive Director of the European Environment Agency

Position Overview

We are seeking a dynamic and experienced Customer Success Manager to join our team in Australia. This role is crucial in ensuring successful onboarding and ongoing retention of our existing customers using our Nature Analytics Platform. The ideal candidate will be based in or near Orange, Sydney, or Melbourne, but we will consider applicants from across the country. This position reports to our Head of APAC, based in Orange, NSW.

Key Responsibilities

Customer Onboarding and Training

- Guide new customers through the onboarding process, ensuring a smooth transition and quick adoption of our platform
- Conduct training sessions to help customers maximize the value of our platform

Relationship Management

- Build and maintain strong, long-lasting relationships with customers by understanding their business needs and challenges
- Act as the voice of the customer within the company, providing feedback to the product team to drive continuous improvement

Customer Success Planning

- Customize and implement success plans to drive customer adoption, satisfaction, and retention
- Monitor and report on key performance indicators, such as customer satisfaction scores and product usage metrics

Issue Resolution and Support

- Proactively address customer issues and concerns, coordinating with the support team to ensure timely resolution

Renewals and Upsells

- Identify opportunities for renewals and upsells, working closely with the sales team to achieve revenue goals

CRM Management

- Maintain CRM data integrity for the customers you manage

Qualifications

- Bachelor's degree in Business, Marketing, Agriculture, or a related field; relevant certifications are a plus
- 3+ years of experience in customer success, account management, or a related role, preferably in a SaaS environment
- Strong customer service orientation with a passion for helping customers succeed
- Excellent verbal and written communication skills with the ability to adapt to your audience
- Strong analytical and problem-solving skills with the ability to think creatively and strategically
- Ability to work collaboratively across a global team
- Comfortable with technology and able to quickly learn new software and tools
- Understanding of the agricultural or environmental technology industry and its unique challenges is a plus

What We Offer

- Competitive salary with performance-based incentives and share options
- Opportunities for career advancement in a rapidly growing company
- Work in a fast-paced, collaborative, and innovative environment
- Make a significant impact on the company's success and contribute to a sustainable future

How to Apply

If you are passionate about customer success and excited about joining a company that is driving positive change, we would love to hear from you! Please email a cover letter and CV to: ben.wark@downforce.tech