

The Opportunity:

We're seeking an experienced **Customer Success Manager** to join our Spindle Team. Spindle is a technology company that builds the infrastructure for industrial operations to measure and improve their productivity. Businesses of every size – from startups to public companies – use our software to collect data and manage their industrial operations more efficiently.

This role is a key factor in ensuring our customers are successful and supported in their continued use of our products. The Customer Success Manager's role is a blend of Customer Success and Relationship Management. While not responsible for direct people management, this individual contributor is responsible for communicating regularly with our customers, presenting areas of opportunity and strengths, and ensuring a successful continued partnership between Spindle and our customers.

Main Responsibilities:

- Acts as the customer's trusted advisor providing a voice, support, guidance, and knowledge resources that will facilitate the achievement of their business objectives using the organization's products and services throughout all phases of the customer lifecycle.
- Implements strategies and processes that deliver consistent customer satisfaction and retention.
- Ensures that onboarding processes are precisely executed to build a strong customer relationship foundation.
- Utilizes extensive product knowledge, problem-solving skills and training to enhance customer engagements and achieve successful outcomes.
- Coordinates with internal teams to access additional resources and facilitate the solutions and tools needed by customers.
- Delivers customer feedback as a voice of the customer to internal teams identifying customer needs, ideas, and challenges.
- Advocates for solutions, product enhancements, and other actions to meet the needs of customers.

Required Qualifications / Experience:

- At least 3 years customer support/success experience
- Experience managing complex projects with inter-related development and business requirements
- Must have high level of interpersonal skills to handle sensitive and confidential situations

- Must be able to able to build rapport and communicate well with Spindle customers and all levels of the organization (Executive to floor team members)
- Must have strong organizational, analytical, and execution skills. Including a high degree of accuracy and exactness in performing daily tasks
- Established competence in identifying issues and proposing methodological solutions proactively
- Excellent written & verbal communication skills, interpersonal skills, and tight collaboration approach required
- Ability to encourage and enforce development of best practice and processes with project team members
- Ability to work with Microsoft Office Suite products and Spindle specific software
- Experience with CRM system such as Hubspot, ServiceHub, Salesforce, BullHorn

Preferred Qualifications/Experience

- Education: Bachelors degree or equivalent working experience
- Proficiency in technical writing or content creation
- Experience in Commercial Laundry, Food and/or other labor-intensive industries
- Experience working with electronics hardware / software development teams
- Experience with ChurnZero, Pendo, Asana

We're Spindle, a division of Dober, – It's Nice to Meet You!

We're passionate people with soulful dedication to making our world a better, cleaner place through exceptional chemistry and brilliant technology. For over 60 years, Dober has delivered innovative chemistry and software solutions to solve our customers' most challenging problems.

Our entrepreneurial spirit, and belief that *none of us is as smart as all of us*, helps us challenge the status quo of current industry norms. We believe water can be treated naturally, equipment can be cleaned safely, and operations can be run more efficiently. Our founder's vision that "*Development is the heartbeat of this company*" lives on today.

Speaking of development and innovation, one of our key product lines is Spindle – the product line this position will be supporting and working within. Spindle is a technology company that builds the infrastructure for industrial operations to measure and improve their performance. Businesses of every size – from startups to public companies – use our software to collect data and manage their industrial operations more efficiently.

Dober & Spindle's Purpose: *Fostering Ideas that Create Sustainable Solutions to Help Businesses Thrive*

The Values that Guide Us:

You won't find our core values stuffed in a drawer. We believe in our core values so much that they're painted all over our walls. To ensure compatibility, we do a deep dive on one's core

values when we're hiring or developing a new partnership. The right candidate will demonstrate and share our core values through and through. Our values:

- Amaze Our Customers- Courage to Create- Promote Team Success- Do the Right Thing- Mutual Trust & Respect- Positive Mental Attitude- Open Minded to Change

Salary: From \$65,000.00 per year, *negotiable based upon years of applicable experience.*

Interested applicants can submit their resume to opportunities@dober.com.