



Customer Success Manager

Position: Customer Success Manager (full-time)

Location: Remote within the United States

Preferred Start Date: As soon as possible

About Flair:

We're building next-generation data-driven controls and energy management technology that bring home heating and cooling into the 21st century. Our wireless thermostat for ductless heat pumps and Smart Vents for forced air use sophisticated algorithms and real-time data to deliver automated comfort and reduce a home's carbon footprint.

We're a tight-knit group of engineers, designers, and communicators. We pride ourselves on open communication, shared responsibility, and creating cool products. Our sales team is exploding with opportunity so we are looking for members that want to grow with us.

About This Opportunity:

Flair is looking for a 100% remote, full-time Customer Success manager to join our growing sales team. The candidate will be responsible for ensuring customer success and satisfaction with contractors, wholesale distributors, builders and other B2B customers.

This person will jump in on day one to help us strengthen the middle of the sales funnel with existing customers and warm leads. You will be instrumental in building a sales foundation that will help our customers truly enjoy partnering with Flair. You will have an opportunity to be the voice of some of our best customers.

Responsibilities

- Proactively email and call our B2B customers to understand their experience with Flair so you can act as the liaison of where the customer journey needs to go next, that way Flair meets their expectations and they become a longer-term customer
- Listen, gather and communicate customer feedback on the experience they've had with our products and support
- Be the voice of the B2B customer for the company so we can improve product, service and support
- Help customers navigate hurdles that they might have with ordering, training, support and other sales activities
- Work with your sales colleagues on when they need to be included back into the sales process
- Create and submit custom orders, including the redemption of demo units
- Effectively work the customers through the pipeline with the goal of getting them to their second order
- Constantly craft and tweak the account management workflow; make it yours and add your style
- Actively participate and help improve internal processes with the goal of strengthening and streamlining internal operations
- Proactively communicate status updates and relative timelines to customers
- Maintain timely and accurate records of all activities in our CRM
- Create a strong communication path with our Pro support team and loop them into conversations when the customer warrants

- Possible travel ~5%
- Additional related tasks that may arise

Requirements

- 2+ years of sales (inside, or in-field), marketing, or call center experience
- Experience supporting customers via email and phone
- Extremely proactive and timely with tasks
- Love clean and accurate data
- Diagnose complex issues and effectively prioritize work
- Passion for customer service and ownership of the customer experience including comprehensive issue resolution
- Able to research and grasp technical information across multiple tools, including but not limited to: CRM (ie. Salesforce, ZD Sell Hubspot, Etc), Google Suite, Shopify, Slack
- Self manage and work independently, yet know when to ask for help

Nice to Have

- Experience using our tools: G-Suite, Zendesk, Slack, Shopify, and Jira
- HVAC experience or industry knowledge, including mini splits

What we Offer

Flair offers the opportunity to work on meaningful problems, solving energy efficiency, electrification, and grid resilience all while working within a fast-paced technology company. Your contributions will directly impact company success, product evolution and roadmap, and both cultural and organizational formation as the company grows. We offer a can-do, high energy environment with unique, innovative, and streamlined solutions that the market is excited About.

We offer competitive compensation packages including stock options, parental leave and healthcare benefits.

Want to build software that actually makes the world a better place? Send us an email with a cover letter and your resume to careers@flair.co