



Position

Customer Success Specialist – Fort Collins, CO

Why You Matter The Customer Success Specialist is responsible for onboarding and supporting existing customers to the Toxnot software. You will build relationships with customers through direct support, delivering high quality training sessions, and ensuring they have the resources to meet and exceed their goals. You will also be the “voice of our customers” in our product development process. This is a unique opportunity to learn about corporate sustainability, compliance and Software-as-a-Service.

Why Toxnot? You’ll have the chance to drive sustainability globally by making an impact on the products that surround us. Toxnot helps product manufacturers design safer products, prove compliance, achieve supply chain transparency and report on sustainability to their customers. We strive to create a diverse and inclusive culture and offer work flexibility, unlimited vacation, parental leave, and team building volunteer activities.

What You’ll Do

- Onboard new customers and problem solve to ensure deep adoption of the Toxnot product.
- Build customer relationships to ensure happiness and uncover account expansion opportunities.
- Build and publish customized online help content and training materials.
- Answer incoming questions from Toxnot customers.
- Feel personal pride when Toxnot customers are 100% confident in recommending our product and company (and take action when they aren’t).

What You’ll Bring

- A passion to change the way the world manages harmful chemicals and global supply chains
- 0-3 years of customer-facing work (ideally sales, consulting, or customer success)
- Experience developing technical presentations and/or materials for Product Development, Supply Chain, Compliance and/or Sustainability preferred
- Bachelor’s degree required - science, engineering or environmental degree preferred
- Possess the drive to succeed and to participate in the growth of an exciting, fast-paced company

Benefits

- Competitive salary and bonus plan
- Full benefits and stock options
- Advancement opportunities only a growing company can offer
- Awesome Fort Collins location with top notch espresso

Apply at: jobs@toxnot.com

Learn more: toxnot.com

toxnot, Inc. is an EEO/AA employer. toxnot is an inclusive employer that believes in workplace equality, supports diversity, creates a welcoming environment, and respects the unique qualities each individual brings to the company.