



Job description: Customer Success Representative

FieldFlo is excited to add a Customer Success Rep to our team. Candidates should have knowledge of the subcontractor verticals in the construction industry, have strong project management and SaaS implementation experience and take a proactive, customer-centric approach. This role is remote in the US, allowing the candidate to work from a US location of their choosing.

The Customer Success team is an integral part of fulfilling our mission to enable customers streamline and optimize their daily operations. Many of our customers are business owners and/or innovative contractors where their time and money is critically valuable. Ensuring that we're supporting their goals with a sense of compassion and urgency is a core expectation of every member of our team.

The Customer Success Representative role will center around building lasting customer relationships, onboarding new customers, and growing customer accounts, our impact, and our company. The ideal candidate has 5+ years experience in project management/coordination or related work, with significant experience working at a construction/subtractor company. Experience working with the office staff as well as the field teams is a must-have. If this sounds like you, let's talk!

What You'll Do:

- Lead the onboarding of new clients.
- Work closely with FieldFlo development team and partners to ensure customers are successfully integrated
- Train new and existing customers on the capabilities of FieldFlo
- Proactively engage clients to drive product adoption and optimal product experiences
- Develop & maintain relationships with key customer champions
- Manage client and project communications- be a leader driving the project plan and sharing best practices of how your customers can mobilize the functionality
- Track customer usage metrics and respond to any customer deployment or product issues
- Take ownership of technical issues, responding in a timely manner, and working with cross-functional teams to document problem resolution steps
- Manage escalations and expectations for both the client and internal personnel
- Facilitate a smooth hand-over from sales to service
- Create and share materials to support internal and external marketing
- Advocate for the customer, champion their success, drive renewals and expansions
- Drive usage throughout customer organizations including growing usage across teams, departments as well as the adoption of product features to achieve the customer's goals



- Collaborating with the Customer Success team to build a thriving department and foster the overall success of the company and the people we serve
- Advocating for the ongoing needs and goals of the customer internally - gathering feedback from customers and understanding both how to meet them where they are and also how to help get them where they want to go.

What You'll Bring:

- 5+ years experience project management/coordination or related work, with significant experience working at a construction/subtractor company. Experience working with the office staff as well as the field teams is a must-have, and experience working with FieldFlo software is a plus!
- Experience with technology and able to learn new technologies quickly; direct experience with SaaS application support requirements
- Customer-focused, enthusiastic, positive, and service-oriented
- Ability to prioritize, multi-task, and perform effectively under pressure
- Skilled at problem-solving, decision making, negotiations, and ability to navigate challenging situations in a professional manner
- Superior communications skills (presentation, written, and verbal) and demonstrated ability to communicate/present effectively at all levels of the organization including the C-suite
- Ability to travel to industry tradeshow as needed
- Bi-lingual in English and Spanish is a bonus but not required

What you can expect from us:

- Open, honest, fun and supportive environment where we encourage you (and our whole team) to learn and evolve in their career
- Full-time, remote position with flexible hours across U.S. time zones;
- Competitive compensation aligned with U.S. market expectations;
- Option to enroll in health/dental/vision insurance;
- Monthly internet/cell-phone stipend;
- Paid U.S. holidays and a flexible PTO policy after 90 days
- A collaborative, mission-driven culture focused on solving real-world problems;
- Opportunity to shape and scale a fast-growing vertical SaaS platform serving essential industries, while having fun doing it

Recruitment Process

1. Intro call with recruiter
2. Customer Success deep dive interview (CS team)
3. Culture collaboration interview (cross-collaboration team)
4. Final leadership interviews
5. References + Offer