



## **Customer Success Specialist**

We are seeking a Customer Success Specialist to assist with client needs, expand our traceability compliance knowledge-base, and assist with the day-to-day improvement of the Wholechain platform as we continue to grow and expand into new markets. The right candidate is highly organized, self-starting, systems-thinking while remaining detail oriented, and a great communicator who engenders trust and reliability in themselves for clients. They are known to others for their constancy in rising to meet the challenge, regardless of their experience or direct knowledge of the subject matter. They do this by planning and working ahead, maintaining curiosity, developing a personal knowledge base of relative subjects, and carefully tracking the progress of individual projects.

### **Responsibilities**

- Maintain and develop client relationships
- Anticipate and respond to client needs and requests
- Assist with quality assurance in the Wholechain app
- Creating processes and identifying opportunities for automation
- Collaborate with co-workers to maintain a healthy client environment
- Communicating with partners and customers as needed
- Maintain and edit support documentation for using Wholechain
- Develop and grow knowledge of various traceability standards and industry regulations (FSMA Rule 204, EU Deforestation, EPCIS, GDST, SIMP, Fair Trade, USDA Organic, Certified Halal, etc.)
- Collaborate with Customer Success and Developers to streamline Wholechain usability
- Maintain projects documentation to create an ecosystem of client knowledge

### **Skills & Qualifications**

- Previous experience in customer success managing multiple projects and client relationships required
- Previous experience in related industry preferred
- Excellent communicator (written and verbal)
- Highly organized
- Self-starting and highly motivated
- Systems thinking
- Detail oriented
- Highly trustworthy with sensitive client information
- Proficient at Excel, Word, and Powerpoint and Google-suite equivalent
- Fluent in multiple languages is preferred
- Tools of the job: Slack, Google Workspace, MS Office, WhatsApp, and Azure AD
- Proficient in multiple languages (particularly French, Thai or Japanese) a strong plus

## **Our Process**

All of our hiring begins with a 4-6 week paid contract engagement for approximately 10 hours per week to ensure that this is a fit for all parties. As part of this process you will have the opportunity to engage with the team and further develop and align the role to fit your specific talents and expected contributions.

## **Our Culture**

We hire for who you are, not just what you've done. At Wholechain we are building the future of connected supply chains which means all of our team members must have the ability to grow and adapt rapidly. Most of the skills listed above can be learned and in a short time new skills will be required for success. Therefore, when we look for people, we look for those who possess not only the right qualifications now, but also the drive to learn and grow so they can lead the way as we build the future. The following characteristics won't be found on a resume, but they are required for those who will thrive at Wholechain:

- **Intrinsic motivation** – You take initiative; you own your projects and are self-aware enough to seek support when you need it.
- **Humility** – You don't take yourself too seriously, and therefore you are willing and committed to set aside pride for the sake of results
- **Authenticity** – You avoid buzzwords, passive aggressive behavior and you treat others with respect regardless of rank, title, or capacity to help you get ahead
- **Start-now attitude** – While others are planning, you are already moving ahead
- **Transcendent purpose** – You work with Wholechain because of a broader passion for creating a more sustainable and responsible future

## **Next Steps**

Our culture is not for everyone, but for those who are a fit there is no place they would rather work. If this is you, please send a cover letter, resume and work examples to [work@wholechain.com](mailto:work@wholechain.com).