

Job Description

## Customer Support Manager

Starlight is seeking an experienced Customer Support Manager who will become a key member of our team. The successful candidate will have experience with customer support and possess knowledge of the unique challenges of the waste management industry, become an expert with the Starlight Software offering, and focus on maintaining and extending Starlight's Enterprise Software's best-in-class support. This role will require engaging directly with potential customers, performing live demonstrations of the software, managing a small team of customer support agents, and regularly generating reports/metrics on overall customer service.

### About Starlight

Our story starts in 2015 when Bill Bradley identified the need for software to provide actionable information and real-time control to run his hauling and recycling companies. Starlight Software Solutions has since grown its technology, portfolio of offerings, and customer base through innovative and differentiated solutions, all designed and developed in partnership with haulers and recyclers at each step.

Starlight's new cloud-based solution serves a broader segment of the market and brings the innovations developed by Starlight to a wider audience. We help our partners grow with a solid foundation that allows them to focus on the efficiency and profitability of their business with a single, seamless enterprise-wide solution that delivers meaningful, actionable, live data and analysis.

### Experience and Skills

To be successful in this position the candidate must be client-focused, self-motivated, independent, confident, articulate, and responsive to changing situations. She/He should have strong attention to detail, as well as the tenacity and desire to help solve customer problems through use of the Starlight Software offering. An interest and curiosity in technology and data analytics is strongly preferred.

### Responsibilities

- Become a Starlight software product expert with knowledge and comfort in presenting its features and the future product roadmap.
- Work directly with potential clients to understand their business needs and provide solutions to resolve their critical issues.
- Provide regular metrics-based reports on overall resolution of customer service issues and performance.
- Familiarity with Ring Central phone system, HubSpot, Atlassian, Slack, and other business-related software tools.
- Advocate for additional features, product offerings based on client and market needs, and ROI.
- Manage small team of Customer Support staff.

### Work Experience / Required Skills

- 3-5 years working in software product support, with a focus on end-to-end ERP software and systems solutions.



- Experience and working knowledge of the waste management industry across multiple business lines including current software offerings in the market is highly preferred.
- Ability to work both independently and collaboratively with others in a team environment.
- Prior client service experience with training and or building reports and data visualizations (dashboards, KPI's, etc.) helpful.
- Familiarity and experience with AGILE development process.
- Prior use of Atlassian, HubSpot, Slack, Excel, PowerPoint, and other business tools.

### **Education**

- A Bachelor's degree from an accredited college in Business or Marketing preferred.
- Certification, coursework, or training in Product Management.

### **Additional Information**

- Job type: Full time
- Salary: \$75,000-\$87,000
- Travel required: Up to 20%
- Compensation: 401k, health benefits, PTO.
- Denver base preferred.

### **COVID-19 Considerations**

Starlight complies with State and Local COVID-19 precautions

### **To Apply**

Email your resume to [Marty.Kilmer@StarlightSoftwareSolutions.com](mailto:Marty.Kilmer@StarlightSoftwareSolutions.com).