

Job Description

Customer Success Specialist

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, the genesis of Starlight Software Solutions. Starlight has 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.

Why Work at Starlight?

The product is in the initial stages of our first cloud-based release, having been in the market with our original propriety software offering for a few years. Unlike a startup, Starlight has a loyal and growing customer base and revenue stream. This transition will allow Starlight to expand both its technical capabilities and offerings, but also to expand to adjacent markets. The Starlight team is small but growing, currently working both domestic and international development teams. We are a close, hard-working group and excited about the Starlight platform and its potential. Our workplace is an open, collaborative environment, where feedback is welcomed.

Whom We Are Seeking

We are looking for an organized, and motivated individual to join our Operations team as a Customer Success Specialist. In this full-time position, you will work closely with each department at Starlight, as well as our customers around the country.

This person will maintain ongoing customer relationships and networking, implement success programs, contribute to sales, onboarding and training, and minimize churn. You will also provide insights on customer needs to inform the Product and Training teams. If you thrive in a fast-paced environment and can provide an excellent, 100% customer service focused experience to customers with every interaction - this is the job for you. The successful candidate will be a highly motivated, self-starter, who has a passion for excellence and values integrity, innovation and success. Ideally, you enjoy technology while also being a people-person. You will be measured and rewarded for customer retention and satisfaction.

Responsibilities Include

- Develop a trusted adviser relationship with Starlight customers.
- Support Sales and Implementation teams with onboarding and training multiple customers simultaneously.
- Maintain an open and regular line of communication with all customer stakeholders focusing on retention and loyalty.
- Teach customers how to fully use Starlight to optimize their operations and maximize ROI.
- Work with customers to understand custom report requirements.
- Proactively work with Training to provide relevant and necessary materials.
- Travel to customer sites as needed.

Drive Efficiencies. Increase Profits!

www.starlightsoftwaresolutions.com – 720-699-8530 – info@starlightsoftwaresolutions.com



- Identify and manage at-risk accounts to minimize risk of churn.
- Provide valuable feedback to Product on customer needs and wants.
- Partner with other Starlight teams including Sales, Sales Ops, and Customer Support.
- Other duties as assigned.

Ideal Qualifications

- 3-5 years of product implementation, customer account management, or consulting.
- Previous experience with HubSpot, Microsoft Suite, PowerBI, Tableau, or Exago.
- Strong analytical skills, technical aptitude, and written/verbal communication skills.
- Ability to multi-task with strong attention to detail and accuracy.
- Ability to anticipate areas of difficulty and/or questions and quickly adapt to meet the needs of Starlight customers.
- Ability to cultivate positive working relationships with customers and coworkers.
- Good listening and communication skills.
- Waste Industry experience a plus.
- Alignment with our Starlight's values.
- A strong work ethic and focus on results.

Job Type

Full-time

Salary

\$55,000 - \$75,000

COVID-19 Considerations

Starlight adheres to relevant State and Local precautions.

To Apply

Email resume to hr@starlightsoftwaresolutions.com.