



Customer Success Specialist Position Summary

About the Company:

Backed by the [American Heart Association](#), Clymb is an early-stage education technology startup focused on emotional health and wellness for students in grades K-12. We are passionate about creating an inclusive work environment and finding ways to advocate for emotional wellness in society, such as launching our petition to [Prioritize Emotional Health](#) in schools with the support of [Mayor Brandon Scott](#).

We're looking for a Customer Success Specialist who will lead Clymb's onboarding, implementation and customer success. The right person will be a driven and flexible team player who acts as a Clymb ambassador and main contact for district leaders, administrators, and teachers to ensure they have a positive experience and strong results with Clymb. This is a full-time position, working in a hybrid work model of 60% in-office and 40% remote. We are headquartered in Baltimore, Maryland.

Responsibilities:

- Work strategically with schools and districts to facilitate Clymb implementation, drive user's adoption and increase student impact
- Deliver an exceptional level of service to our clients via phone, email, and chat while effectively managing a high volume of inbound communications
- Plan and set up training and professional development for client schools and districts
- Build customer success processes that measure learner outcomes and Clymb efficacy
- Check in with customers to ensure they are onboarded and up and running on time and quickly
- Manage customer accounts throughout the school year by holding regular check-ins via email, phone and Zoom
- Support contracts renewal by presenting learner outcomes achieved through our platform
- Create material to be used for driving adoption (e.g. presentations, posts, webinars)
- Document, review, and make requested changes to customer accounts using support desk ticketing system and customer management software
- Develop valuable relationships with clients by identifying their needs and assisting in troubleshooting and/or resolving issues with empathy, professionalism, and patience
- Utilize your institutional and experiential knowledge to problem-solve and make educated, informed decisions when challenges arise
- Communicate client feedback to the leadership team and collaborate on ways to improve our products and services
- Build and track proper KPIs to monitor adoption rate and implementation cycle
- Assist, research, and sometimes lead sales presentations and demonstrations to existing and prospective clients
- Maintain and update Zendesk tickets with problems and solutions.

Requirements:

- Ability to communicate with 20+ organizations per day
- Passion for supporting students and educators



- Excellent verbal and written communication skills
- Excellent interpersonal and customer service skills
- Excellent organizational skills and attention to detail
- Excellent time management skills with a proven ability to meet deadlines
- Ability to prioritize tasks and problem-solving skills
- Ability to function well in a high-paced and at times stressful environment
- Self-motivated: you have the ability to stay on-task while working alone
- Strategic thinker: unafraid to use data to problem-solve, inform decisions & persuade
- Team-player: you look for ways to learn from & help your teammates
- Quick learner: unintimidated by new technology & quick to pick up new skills

Education and Experience:

- Previous experience teaching, coaching, or training teachers preferred
- 2+ years professional experience in K-12 customer success preferred
- 2+ years marketing and/or customer service experience required

We know the [confidence gap](#) and [imposter syndrome](#) can get in the way of meeting spectacular candidates, so please don't hesitate to apply – we'd love to hear from you.

Compensation:

- \$55,000 annual salary
- Paid federal holidays
- Paid annual leave

Email resume and cover letter to info@clymbup.io