

Open Position: Customer Success Hero

About the Company:

Exnaton is a startup based in Zurich, Switzerland, which offers software for building local peer-to-peer energy communities for renewable energy. Our software empowers energy providers to set up energy communities in their distribution areas. Community members can directly buy renewable energy from their neighbors, which makes investing in the energy transition simple and fun! Our software computes smart real-time prices for locally produced energy which make renewable energy financially more attractive. End-users receive an app that maps the sources of their energy, making their electricity consumption more understandable. Visit www.exnaton.com for more information.

Your Role

As a junior project manager at Exnaton you will be working directly with our customers to make sure that our software leads to a success story for them. You will be accompanying energy providers from rolling out our software to supporting operations and delivery. As a result, you will play back customer insights and requirements from your project experiences to our product team. Among others, your main responsibilities in this role are the following:

- Supporting our sales activities
- Supporting our customers in setting up first pilot projects with our software
- Aligning tech and product departments on the customer side
- Managing and delivering software rollouts, onboarding of end-customers to our platform
- Collecting additional customer needs and communicating them internally to the product team
- Contributing to creating new marketing material and managing marketing efforts towards potential new customers at events

Your Qualifications

We define ourselves by a culture of collaboration and ownership. We're looking for a driven, capable, and thoughtful person to add to our mission. The main qualifications we expect you to have are the following:

- Degree in business administration, management or energy-related field
- 2+ years industry experience in project management, ideally in energy sector
- Relevant experience in customer service / communications / consulting

- Interest in ICT and sustainability, basic understanding of renewable energy and energy systems
- Pragmatic mindset, make quick decisions, and clearly prioritize on what moves the needle
- Fluent in English and German (required for the interaction with our customers, other languages are a plus, as well)

What We Offer

Our hierarchy is flat and communication is direct, which means that we operate and learn fast, as a team. At Exnaton, you can expect the following:

- Competitive salary and equity package
- Flexible working hours (and partially location) as we believe in ownership and trust
- Regular team events and exchange with other startups at ETH Zurich's RocketHub
- Offices in the center of Zurich, one of the most beautiful cities in the world :)

Sharing of this job ad is highly appreciated.

We are an equal-opportunity employer and are dedicated to foster diversity. We strongly encourage individuals from groups traditionally underrepresented in tech to apply and intend to consider all applications equally regardless of sex, ethnicity, ancestry, religion, national origin, sexual orientation, age, citizenship, marital status, disability, or gender identity.

Sounds interesting?



Please reach out to Anselma Wörner via info@exnaton.com. Please attach your CV and a short video (max. 3 minutes) describing your motivation to join Exnaton.