



Social Impact Manager (Customer Success)

Job Description

ABOUT US

[Percent Pledge](#) creates customized workplace giving programs so companies can donate to any charity, volunteer in their local communities, and know their impact. Today's fast-growing companies fiercely compete to engage and retain top talent, and today's talent cares! Engaging employees in both donating & volunteering reduces turnover 57%, while replacing a full-time employee costs 33% of their annual salary, on average. However, most companies do not have Corporate Social Responsibility (CSR) teams. Most companies need easy, sustainable, and engaging social impact programs, which is precisely what we deliver!

In less than three years, we have become the "SMB" social impact experts, built a growing customer base ranging from high-growth startups to Fortune 100 firms, and helped employees donate and volunteer globally. To accelerate our continued growth, we are looking to add a driven Social Impact Manager (Customer Success) to our fully remote force for good.

This role is for a relationship manager and social impact practitioner, who is passionate about making it easy for all businesses and employees to make, measure, and market a positive impact! You will be responsible for nurturing long-term relationships with Percent Pledge customers & nonprofit partners, via your domain expertise, our innovative workplace platform, and our customized volunteer services. You are entrepreneurial project manager who is proactive, organized, collaborative, and excited to learn in this customer-facing role.

YOU'LL BE RESPONSIBLE FOR:

- **Serving as account manager** for day-to-day relationships on a key book of customers, providing social impact strategy guidance, strong customer service, and high quality service execution. You will ensure each customer realizes value from the Percent Pledge platform and philanthropy services and is satisfied.
- **Project managing** the development and execution of customers' software implementation, employee product adoption and volunteer programming. With the support of Social Impact Specialists, you will serve as contact person coordinating logistics between nonprofit partners and employee volunteers to ensure successful volunteer projects.
- **Driving retention and expansion** among your book of customers by understanding their business needs and helping them succeed to ensure account health. As a member of the Revenue Team, you will lead the renewal process and partner with Sales to grow the customer's existing business through upselling and cross-selling.



- **Leading** efforts to grow and maintain relationships with nonprofit partners, including nonprofit research, volunteer event planning preparation, coordination and communication.
- **Understanding our product** both the giving platform and volunteer services inside and out in order to ensure successful customer and user adoption.
- **Serving as the voice of the customer** to internal stakeholders, including sharing customer feedback and insights to Engineering, Sales, Marketing, leadership and nonprofit partners on the innovation and improvement needed to optimize the customer experience and help inform product strategy.
- **Understanding both short and long term goals of our organization** and proactively identifying best practices and strategies for success. You will help drive internal process improvements, remove gaps, and develop a customer success playbook.

WHAT TRAITS WE LOOK FOR IN SUCCESSFUL CANDIDATES:

- **Customer-Centric Approach** – Someone who is empathetic and focused on customer service providing reactive customer support and proactively offering solutions and strategies for customers.
- **Social Impact Oriented** – Someone who has a passion for social impact, volunteerism, and connecting employees with their communities and causes they care most about.
- **Strong interpersonal skills** – Someone who is a relationship builder, has strong stakeholder management skills and collaborates with a cross-functional team and global customers.
- **Clear communicator with strong presentation skills** – Someone who can present – and deliver – customer success, clearly communicate across various stakeholders, and ensures the big picture stays in focus while delving into the details.
- **Internal Drive & Accountability** – Someone who does not need any nudge to drive projects forward, and who does not get discouraged when they hear no.
- **Solutions-Oriented** – Someone who always comes to the table with ideas for how to get to yes. Process oriented mindset.
- **Eye for detail** – Someone who is an energetic team player who is deeply committed to quality and excellence and is exceptionally organized..
- **Analytical** – Someone who is both passionate about the nuances of our customers and also passionate about data/trends/metrics.
- **Passion for Learning** – Someone who has the ability to learn new platforms quickly and expand their areas of professional/personal knowledge.



WHAT YOU NEED TO BE A QUALIFIED CANDIDATE:

- Bachelor's degree
- 5-7 years of social impact, corporate responsibility, philanthropy or nonprofit expertise with strong relationship management, customer success, project management or SaaS experience.
- Proven experience with project, program, volunteer or event management.
- Strong communication and writing skills.
- Proven experience with fundraising and/or charitable giving.
- Experience with the Google Suite; HubSpot or Salesforce a plus.

SOME OF WHAT WILL BE OFFERED:

- Working directly with leadership to drive social impact and direction of our customer success team
- Competitive full-time salary
- Ever growing benefits package
- Equity options
- Opportunity to grow your career at an early stage start-up
- Kind, caring and fun team!

LOCATION: US- remote

TO APPLY, PLEASE EMAIL CONTACT@PERCENTPLEDGE.ORG WITH THE SUBJECT "Social Impact Manager (Customer Success)" AND PROVIDE THE FOLLOWING:

- Resume
- Cover Letter (Please explain the reasons you think you would be good for both this job and Percent Pledge overall)

Percent Pledge is an Equal Opportunity/Veterans/Disabilities/LGBTQ employer.