

Customer Success Associate

Location: Tysons Corner, VA (Washington, D.C.) or Remote
Reports to: Customer Success Manager
Start Date: Immediately



boodleAI is a rapidly growing venture backed startup with a next generation peer to peer fundraising platform. Our product allows non-profit fundraisers to identify and engage prospects from their social networks. Please reach out to us directly at careers@boodle.ai and send a copy of your current resume.

What we're looking to add to our team:

Our Customer Success Associates help our customers ensure they receive maximum value from our solution throughout their customer journey. You will be responsible for onboarding, training, adoption, and support. You will seek to understand emerging customer requirements for insertion into our product roadmap. You will work with our customer's leadership and development staff, and their fundraisers to drive a successful program. An ideal candidate will be a creative recent college grad with a desire to experience all facets of customer success in a fast-paced start-up.

What you'll do:

- Manage a group of non-profit customers through relationship-building, product knowledge, and outstanding customer support
- Manage all aspects of the customer onboarding process - sales to deployment support
- Continually assess customers use of the platform and drive improved satisfaction and adoption
- Serve as the 'voice of the customer' and provide internal feedback on how we can improve the product and customer experience for both non-profits and fundraisers

What we're looking for:

- Bachelor's Degree or equivalent professional experience required
- Relationship building/interpersonal skills; comfortable interacting with senior management
- Ability to effectively prioritize and execute tasks in a fast-paced environment; deadline driven;
- Excellent communication skills both oral and written
- Excellent project management and organizational skills
- Ability to build strong relationships across an organization

Extra credit for:

- Living in Northern Virginia
- Nonprofit or peer-to-peer fundraising experience

Comps & Perks:

- Competitive salary
- Incentive stock options
- Full range of benefits, including 401(k) and medical, dental and vision coverage

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