



## Engagement Manager – Food Waste Smart Meters

*The Path to Food Waste Prevention Starts Here.*

LeanPath, Inc. ([www.leanpath.com](http://www.leanpath.com)) provides food waste SaaS-based smart meters, which enable foodservice professionals to dramatically reduce food waste, lower food costs, and operate more sustainable facilities. We partner with customers in almost 50 states, Europe and Australia across numerous foodservice segments, including hotels, restaurants, colleges, hospitals, corporate dining facilities, contract management, casinos, military installations, schools, grocery stores and senior living facilities. LeanPath is a dynamic, growing, privately-held business based in Portland, Oregon.

We have an immediate opportunity for an Engagement Manager to build and grow our relationship with a new enterprise customer. The Engagement Manager is part of the Customer Success department, focused on growth and retention, and is ultimately responsible for the customer relationship and creating the framework for their overall success.

### Job Duties

- **Growth & Revenue Responsibility:** The Engagement Manager will work closely with senior level customers to ensure the goals discussed at the onset of the client relationship are met. They will be responsible for understanding client organizations, monitoring changes in client strategy and leadership, driving expansion opportunities, and managing all aspects of contract renewals. Scoping, quoting, creating and presenting Statements of Work for customer projects is also an expectation for this role.
- **Relationship Start-up & Resource Management:** The Engagement Manager will work with senior level customers to develop a deep understanding of their business goals and design a program scope to meet the needs required to deliver value from a financial and sustainable perspective. The Engagement Manager will pull together internal resources in order to scope client-facing documents, and deliver a roll out plan, strategic direction, and vision for the customer lifecycle. The Engagement Manager will participate in and oversee client communication, accelerating time to start, training deliverables and scheduling, approvals and IT scoping.
- **Performance Monitoring:** The Engagement Manager will monitor client satisfaction, analyze client outcomes, and prepare ROI analyses. They will ensure the client understands their results and will develop materials and presentations for clients to share their success within their own organizations. The Engagement Manager, along with associated Customer Success Managers, will be responsible for actively seeking client feedback, obtaining both structured and informal feedback, and will drive the frequency of business reviews. Metrics around churn and expansion opportunities will be the key metrics tied to the success of the Customer Success Department.
- **Pre-Sales Support for Pilot Programs:** The Engagement Manager will participate in the pre-sales process periodically by delivering pilot management and planning. They will play a central role in coordinating pilot tests and evaluating pilot performance.
- **Other Duties:** The Engagement Manager will perform other duties as assigned. Overall, they will serve as the point person to their client and will be responsible for overseeing and managing the account's success.

## Education & Experience

- BA/BS required
- 8+ years of sales or strategic account management/manager or director level experience
- PMP Certifications a plus
- Prior consulting experience preferred
- Food Service, IT and/or SaaS experience/knowledge a plus
- Proven success planning accounts for successful growth and ROI

## Key Competencies

- Driven to build exceptional relationships with clients, specifically senior level customers, through a consultative, values driven approach
- Excited to give 100% in an entrepreneurial, collaborative organization
- Mission-aligned with LeanPath sustainability and food waste goals, while comfortable working in a for-profit, commercial environment
- Act as a primary POC through customer lifecycle for economic buyers
- Strong problem solver; clear and creative thinker
- Experience with planning/scoping for domestic and international market deployment
- Ability to identify challenges and develop/find solutions
- Own and make decisions with the best interests of the company and client in mind
- Comfort directing conversations and providing direction to onboarding team regarding highly varying technical solutions
- Experience managing and monitoring performance metrics across account portfolios
- Drive renewal around realized client success and savings
- Project direct client initiatives – some initiatives will be supported by Customer Success Manager(s) or Program Implementation Manager(s)
- Assist with development of customer stories, case studies and client references
- Ability to lead team of Customer Success Managers to support client's success
- Excellent verbal and written communication skills
- Energetic, positive, diplomatic, professional presence
- Fully proficient with MS Windows, MS Outlook, MS Word, MS Excel, MS PowerPoint
- Familiar with (or able to learn) Ring Central (screen sharing applications) and Salesforce.com as a CRM

## Details

This is a full-time exempt position preferably based in Portland, Oregon. Compensation DOE.