

# ILLUMITEX

## Digital Site Success Manager

As the Site Success Manager, you will be managing customer deployments of illumitex's revolutionary Digital Horticulture system to ensure outcomes are providing measurable positive impact. This position requires excellent communication skills, and someone who is enthusiastic about teaching and working with a variety of individuals across many different horticulture backgrounds to help them execute and integrate our technology in many different applications. This role is all about client satisfaction and is not a quota carrying sales position.

Illumitex a world-wide leader in the horticultural LED lighting market specializing in lighting for vertical farms, greenhouses and contained environment agriculture. Our patented horticulture LED lights are tuned to plants' photosynthetic needs and will help our customers save energy and increase yields.

### Responsibilities:

- Coordinate implementation with pilot customers of Illumitex "Digital Scout" product.
- Deliver frequent status/usage reports to customers about digital system with the ability to quantify and establish deployment goals and key factors from customer communication.
- Manage accounts by overseeing ongoing key stakeholder relationships.
- Act as a liaison with digital customers including a collection of next steps for the Illumitex digital team.
- Support efforts to create better and more efficient work flows for customer success.
- Miscellaneous support: to ensure digital system is functional and operational (product training).
- Collaborate with marketing team to help create innovative and effective product "pull" strategy

### Skills/Qualifications:

- Bachelor's Degree or equivalent work experience, prefer business or related degree or documented work experience in this area. Horticulture experience a plus.
- Excellent project organization/management skills, follow-through, and strong attention to detail.
- Excellent communication and customer facing skills (written, verbal, presentation) and ability lead presentations, facilitate discussions, and advocate new ideas with all levels of the organization including executives.
- Ability to integrate information across a variety of disciplines. (engineering, marketing, horticulture science)
- Curious about technology, Illumitex's own products as well as the technology that can improve the way customers are engaged with us.
- Strong consulting skills. Ability to gather and analyze information and produce strategic insights into clients' organizational and technical challenges
- Ability to build lasting relationships based on trust
- Takes ownership of customer issues and drives to resolution
- Ability to work effectively both independently and with a team. In a team environment, the ideal candidate will be able to provide and accept feedback in a professional manner, and support team workers to achieve common goals.
- Must be highly organized and able to prioritize and process many tasks concurrently, while being able to handle change as it happens.

### Compensation and Added Value –

In exchange for your background and willingness to give your best at this position, Illumitex offers the following perks:

- Competitive base salary
- Excellent healthcare, dental and vision programs with the company contributing towards the premium.
- Incredible vacation and sick programs, we take care of our team.
- 401(k) program.
- A culture of appreciation and recognition for good ideas and a job well done.

TO APPLY PLEASE SEND RESUME AND SALARY REQUIREMENTS TO: [hr@illumitex.com](mailto:hr@illumitex.com)