

WHIN

Member Success Manager

Request For Information



Wabash Heartland Innovation Network
1201 Win Hentschel Blvd, West Lafayette, IN 47905
WHIN.org

We are an...

Innovative nonprofit organization devoted to make the 10-county Wabash Heartland region in Indiana a global epicenter of digital agriculture and next-generation manufacturing by harnessing the power of Internet of Things (IoT) technology.

We are looking for...

A sharp and hardworking individual interested in a full-time position located in West Lafayette, IN to serve as WHIN's Member Success Manager. You will be responsible for driving success for the members of Ag and Manufacturing Alliances – exclusive consortiums of affiliated growers and manufacturing businesses receiving products and services designed to support and encourage adoption of IoT technologies in order to reduce costs, increase efficiencies and optimize operations.

You should be able to...

- Actively follow up with members to ensure smooth onboarding and successful implementation of products and services
- Evaluate members' business priorities to ensure continued and expanding subscription of WHIN Alliance offering
- Maintain a deep understanding and thought leadership on various offerings of WHIN Alliance to relay their value to individual members in their unique business context
- Manage the annual renewal process to ensure member retention
- Fluently utilize CRM systems, specifically Hubspot
- Establish ways to define and measure member satisfaction
- Effectively manage deadlines across a handful of concurrent projects
- Interact with other key areas such as marketing, engineering, and development

You should have...

- Proven ability to support new technologies and assist customers in adopting new technologies
- Strong problem solving skills
- Strong written and verbal communications skills

You get to...

You will be working with a hardworking and influential team to lead a community-focused non-profit with an unprecedented opportunity to change Indiana with cutting edge Internet of Things innovation.

Interested candidates should send a cover letter, resume, and references of relevant experience to careers@WHIN.org for consideration.