



Job Description: Customer Success Project Manager (CSPM)

Location: Houston, Texas (Corp)

Department: Operations / Customer Success

Reports to: Operations

Role Overview

Pure Power Microgrids (PPM) is seeking a **Customer Success Project Manager (CSPM)** to serve as the primary point of contact for customers while managing vendor performance. The CSPM ensures every project delivers PPM's boutique service experience—high-quality, transparent, and customer-first—while shielding customers from direct vendor management.

Each CSPM will manage up to 10 active projects, overseeing installations, service visits, and follow-ups to ensure that both customer satisfaction and vendor accountability remain at the highest standards.

Core Responsibilities

1. Customer Relationship Management

- Act as the dedicated customer contact from project kickoff through post-installation.
- Clearly set expectations regarding timelines, deliverables, and warranties.
- Provide proactive updates so customers are always informed without needing to ask.

2. Vendor Oversight and Accountability

- Translate project scope and requirements into detailed vendor work orders.
- Ensure vendor performance aligns with PPM quality benchmarks (installation standards, timeliness, professionalism).
- Document vendor performance within PPM's CRM/project tracker for accountability and continuous improvement.



3. Quality Assurance & Monitoring

- Conduct inspections and verify proof of completed work.
- Address escalations quickly and effectively, ensuring PPM resolves issues directly.
- Track recurring vendor performance issues to guide vendor partnerships and future decisions.

4. Brand and Experience Protection

- Maintain PPM's boutique service standards in all communications and customer interactions.
- Ensure consistency in professionalism, tone, and service levels across every project.
- Uphold PPM's reputation by being proactive, transparent, and customer-focused.

Operational Framework

- **Staffing Model:** One CSPM will manage up to 10 customers/projects simultaneously, with staffing scaled as the project pipeline grows.
- **CRM Integration:** All project updates, vendor performance records, and customer interactions are logged in the CRM for data-driven insights.
- **Vendor Scorecard System:** Vendors are evaluated by quality, timeliness, communication, and customer satisfaction, with results used to guide partnerships.
- **Customer Feedback Loop:** Structured feedback is collected after every project to improve both vendor and internal processes.

Qualifications

- Bachelor's degree in Business, Project Management, or a related field (preferred).
- 3+ years of experience in customer success, project management, or operations.
- Strong organizational and multitasking skills with the ability to manage up to 10 concurrent projects.



- Excellent communication and interpersonal skills, with a customer-first mindset.
 - Experience working with vendors or contractors, preferably in the renewable energy, construction, or related industries.
 - Proficiency with CRM systems and project management tools.
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What We Offer

- Opportunity to shape a growing boutique renewable energy company.
- Direct impact on customer satisfaction and brand reputation.
- Competitive compensation and benefits package.
- Collaborative, mission-driven culture with growth potential.