



## Customer Engagement Manager at SafetyNet Technologies

### Overview

We're looking for an agile and dedicated Customer Engagement Manager to join our team. You have considerable working experience at sea, preferably as a fishing crew member or as an observer. You have the ability to think on your feet and problem solve in real time around new technologies and human challenges, and buy into our vision for inventing technologies to create a sustainable ocean. You are commercially and service minded and able to build and maintain positive relationships through working closely with customer stakeholders. You want to work at an [awarding winning](#) conservation technology company that is making a difference in the oceans and you want to work with a similarly dedicated, generous and diverse group of people that put engineering, design, science, business and innovation together to solve intractable conservation challenges.

### Quick Summary

- Customer Engagement Manager - Full-Time
- Starting mid-March 2021
- Location: In the field and from home, and 3-5 Hardwidge Street, London SE1 3SY, UK (station: London Bridge) if needed
- Eligible to work in the UK and travel globally
- Compensation: £35K + Benefits
- Website: [www.sntech.co.uk](http://www.sntech.co.uk)
- **To apply: send a cover letter and CV to [enquiries@sntech.co.uk](mailto:enquiries@sntech.co.uk), expressing your interest in the role. We will then invite you to a video call interview if you meet the criteria. Following the interview stage, shortlisted candidates will then be assigned a small task to demonstrate how they would approach the role.**

### What is the job?

As we take our products to market, fishing trials with commercial fishing companies where we are implementing our 'precision fishing' hardware products to reduce bycatch are a key part of our commercial strategy. The trials need to demonstrate that the technology is easy to use and delivers benefits: optimised catch volume and composition and reduced effort for the fishing crew. The trials require a team member to work closely with the Sales Lead and Customer Success Manager, acting as the touchpoint for the customer, both on the quayside and on board the vessel, to get the best possible outcome from our trials.

### Responsibilities

- Interact with participants to encourage engagement and motivate them to adopt new sustainable fishing practices.
- Provide product training and instructions.

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- Develop experimental protocols and ensure they are followed and modified appropriately with a minimum of disruption to the fishing operation.
- Monitor ongoing performance of the technology, ensuring data is successfully collected, and provide optimal service through timely feedback and support to the customers.
- Identify problems and enact solutions, both remotely and face to face, communicating these with the project manager.
- Being proactive to deliver a high level of customer service and support.
- Identify sales opportunities and support the development of commercial relationships and in time manage these relationships.
- Feed back experience and insight gained from customers experience and work with colleagues to provide human centered design products and solutions.

### **It would be great if..**

- You are comfortable with being at sea for several days at a time. The role requires approximately 10 weeks at sea in the first year.
- You have experience working with fishing technologies and fishing crews.
- You are flexible and adaptable regarding working schedules.
- You have sales and support experience.
- You have an understanding of scientific protocols.
- You have observational skills and the ability to solve problems.

### **Benefits**

The successful candidate would be joining a team of 15. You have a great opportunity here to shape the exact role depending on your experience and your aspirations. 2021 is the perfect time to join SafetyNet as we commercialise our first product to scale, develop our R&D pipeline, and shape the company for the future, all of which you will be a big part of.

In summary:

- Exciting startup atmosphere
- 25 days holiday plus bank holidays
- Private healthcare insurance and dental insurance
- Flexible working options (both location and times)
- Opportunities for global travel (Covid-19 allowing)
- Regular social events
- The chance to make BIG social and environmental impact

### **About Us**

[SafetyNet Technologies'](#) mission is to develop and scale sustainable technologies that bring about 'Precision Fishing' – oceans where human activity satisfies the needs of our society, at the same time as being protective and sensitive to the marine ecosystem, aided by the right technology

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products. By working with SafetyNet, you will be helping maintain sustainable fishing stocks, protecting endangered species and megafauna and helping fishing communities thrive.

Please send a CV and Cover Letter expressing your interest in the role to [enquiries@sntech.co.uk](mailto:enquiries@sntech.co.uk)

**We hope you consider joining us!**