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PlanIT Geo™
developers of TreePlotter

Customer Support Team Lead

About PlanIT Geo

PlanIT Geo provides innovative software and services for urban forestry, GIS, and green infrastructure management. Our tools and data help cities, organizations, and consultants plan, preserve, and enhance the urban forest – creating greener, healthier communities.

We're scaling our customer support and services operations to better serve a growing global user base. We're looking for a proactive, people-oriented **Customer Support Team Lead** to bring structure, focus, and clarity to how our team supports clients day to day.

This person will help organize team priorities, improve processes, and coach team members across support and professional services to deliver consistent, high-quality experiences. You'll work closely with the VP Growth & Success to align systems, streamline workflows, and ensure our customers receive the 5-star support we're known for.

This is a remote position, reporting to the VP Growth & Success.

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Key Responsibilities

Team Leadership & Structure

- Manage and mentor our Customer Support and Professional Services team members, creating clearer roles and accountability across Tier 1 through project work.
- Lead 1:1s, team meetings, and ongoing coaching to support performance and growth.
- Build systems for workload management, prioritization, and team alignment.
- Help redesign the support structure to better separate first-line customer help from more technical project delivery.

Customer Experience & Operations

- Oversee the day-to-day support function to ensure timely, high-quality, and empathetic customer responses.
- Jump in where needed to troubleshoot or coordinate resolutions — while also developing a working understanding of our software, systems, and data workflows.
- Collaborate with cross-functional teams (Product, Engineering, Customer Success, GIS Consulting) to resolve complex issues and improve the customer journey.
- Support requirement gathering, onboarding, and training workflows for new customers and internal staff.

- Work with technical specialists to configure and customize software as needed, and bring a willingness to dive deeper into database or GIS-related problem-solving over time.
- Assist with data-related tasks (e.g., reviewing or preparing customer data using Excel or QGIS) and build comfort understanding how data flows between systems.
- Continuously expand your technical knowledge to become a trusted bridge between customers and our technical teams.

Process & Continuous Improvement

- Own and refine support processes including ticketing, SLAs, and escalation paths.
- Track key metrics to monitor performance, workload, and customer satisfaction.
- Identify inefficiencies and lead initiatives to improve clarity, documentation, and cross-team collaboration.
- Implement tools and systems that make it easier to see where the team's time is going and what's driving the most impact.

Cross-Functional Collaboration

- Work closely with leadership to align priorities and communicate progress toward our "5-star support" goal.
- Collaborate with other department leads to ensure smooth transitions from sales to onboarding to support.
- Represent the voice of the customer in process and product discussions.

Qualifications

- 3+ years in a customer-facing SaaS or technical support environment.
- 1–2+ years managing or leading a team, with proven experience coaching and organizing others.
- Strong technical aptitude and comfort learning new systems quickly.
- Excellent organizational and prioritization skills — able to bring structure to moving parts and competing priorities.
- Clear communicator, comfortable explaining technical or process concepts to a variety of audiences.
- Experience with ticketing/help desk systems (e.g. Zendesk, HubSpot, Jira)
- Experience building or improving workflows, KPIs, or process documentation.

Nice-to-Haves

- Experience managing a distributed team.

- Second language fluency.
- Familiarity with GIS or mapping tools.
- Background or interest in urban forestry, arboriculture, or sustainability.

Success Metrics

- Customer Satisfaction: High CSAT scores and positive feedback on support interactions.
- Ticket Resolution & Efficiency: Timely resolution of Tier 1–3 issues, meeting SLAs, and reducing escalations.
- Team Development & Performance: Clear role accountability, regular coaching, and retention of a motivated, high-performing team.
- Process & System Improvement: Implementation of process enhancements, better workflows, and adoption of tools that increase team efficiency.
- Cross-Functional Impact: Smooth collaboration with Product, Engineering, and Professional Services to resolve complex issues and improve the overall customer experience.

Requirements

- 1–3 years of marketing, event coordination, or project coordination experience or valid degree (SaaS, tech, or environmental sector a plus)
- Strong organizational and project management skills – thrives on checklists, deadlines, and details
- Excellent communication skills and a customer-service mindset
- Experience with HubSpot, Google Workspace, and project/task tools
- Experience coordinating content production and working with multiple contributors/designers to meet deadlines
- Comfortable managing multiple priorities and working cross-functionally
- Willingness and ability to travel occasionally (up to ~10 events/year) to support onsite coordination
- Self-motivated and resourceful; willing to learn new tools and processes
- *Nice to have:* As a remote company, support event logistics by helping store and ship out materials to conferences as needed - this is a nice-to-have responsibility as we recognize some candidates will be limited by where they live.

Compensation

$75,000–$80,000 base salary, commensurate with experience, plus a $5,000 performance-based bonus.

Company 401(k) with employer match, comprehensive health, dental, and vision insurance, HSA, and unlimited paid time off offered.

Laptop provided by PlanIT Geo as well as other reimbursable expenses.

Flexible work hours, a supportive and inclusive work culture, and the opportunity to make a positive impact on the environment and urban communities.

We pay every other week through direct deposit and offer performance bonuses.

Equal Opportunity Statement

PlanIT Geo is an equal opportunity employer committed to inclusion and diversity. We take action to ensure equal opportunity for all applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, Veteran status, or other legally protected characteristics. At present we are only considering candidates resident in and legally authorized to work in the USA. Read our full policy here. Learn more about your EEO rights as an applicant here.