



## Project Study: Customer Success

### About Ark Climate

**Vision:** We build modern software for progressive cities to drastically accelerate the speed of implementation for climate action.

### About the Project:

#### **Context:**

- Ark Climate has grown rapidly this year, thus we need a **scalable, lightweight success model** for an expanded customer base.
- Going forward, we want to define a clear end-to-end journey to accelerate value realization and **deliver great product experience**.

#### **Expected Deliverables:**

- **Customer Journey:** outline opportunities to improve onboarding and early adoption
- **Product Insights:** summarize customer insights and indicate directions for potential feature enhancements

#### **Jobs-To-Be-Done:**

- Onboard our new customers in the software
- Systematically **gather and analyze customer insights** and translate them into clear recommendations
- Partner with product and engineering to **design, ship, and roll out new features in our software**

#### **Project Team:**

- **Creative and driven individuals** passionate about climate action & customer insights.
- Experience or strong interest in **customer insights, new technologies and green-tech**.
- **Self-starter mindset** & ability to work independently in a mission-driven environment.

### Why join us?

- **Learning:** We founded Ark Climate to rapidly accelerate Europe's clean energy transition. You will experience a fast-paced environment with equally rapid learning cycles. We provide clear expectations, challenge you to exceed it, and support you in doing so.
- **Network:** Get access to our network, including Munich and Berlin startups, VCs, and tier-1 consultancies, for future internship, working student, or full-time positions.
- **Culture:** We are first-principles thinkers who focus on problems that matter. We choose our team carefully, and once people are on board, we trust them. We operate effectively because we communicate clearly and openly.

### Application

- **Start date:** asap
- **Team size:** 2-5 people
- **Apply** via email to [hello@ark-climate.de](mailto:hello@ark-climate.de) with your CV's
- **Note:** Exceptional **English** and **German** skills are essential.