



Customer Onboarding Engineer

Remote (US - EST/CST)

Who are we?

m3ter's Pricing Operations Platform helps B2B software scale-ups manage complex pricing by calculating error-free bills and sending them to your finance systems, so you can eliminate billing headaches and revenue leakage.

The shift towards usage-based pricing (UBP) is gaining momentum among B2B software companies, as it more accurately captures their true value. This transition demands innovative operational and go-to-market strategies that are data-driven and challenging to implement. m3ter is at the forefront of offering these essential pricing and billing capabilities.

The genesis of m3ter is rooted in our founders' successful deployment of UBP at their previous startup, which was subsequently acquired by Amazon. Their experience at AWS further exposed them to the best-in-class tooling for UBP. To date, the business has secured over \$31.5 million in funding from top-tier VCs and is experiencing rapid growth.

Embracing a 'remote-first' approach, m3ter is expanding its global footprint. The product teams are based across Europe, with a centre of gravity in the UK. The majority of our customers are modern, fast-growing B2B SaaS providers based in the USA.

About the role

We are looking for a Customer Onboarding Engineer, to report to the Head of Customer Activation.

As a customer-obsessed company, we look to provide great onboarding experiences. Customers with existing systems and pricing often have data and pricing models that they need to transform into m3ter's format.

m3ter Customer Onboarding Engineers work directly with our customers to learn their requirements, deeply understand their data and existing pricing models, and transform them into a m3ter configuration. Their implementation patterns accelerate customer development and operations teams, enabling them to get value from m3ter faster.

You will also work directly with our product development teams, championing the customer and ensuring their feedback drives product improvements.

As a foundational member of our US team, you will be at the forefront of establishing and shaping the direction of our presence in North America. You will bridge the gap between the European Customer Success team and the unique needs of our US-based customers.

Who are you?

You're a great communicator, in both written and verbal form. You're also a great listener, and reassuringly organised. These attributes mean you earn trust easily with stakeholders of all kinds. Previous experience of working in a customer-facing role is required.

You have excellent technical skills. You are able to analyse data presented in multiple formats quickly. You have experience with Python and transforming data. Experience with AWS or other cloud computing service is preferred but not required.

You are curious and interested to learn about usage-based pricing, web-scale technology and cutting-edge data science. Previous experience of these subject matter areas is desirable but not required. You are excited at the prospect of working with some of the most interesting SaaS providers in the world.

You will be supporting customers in US time zones while collaborating with colleagues in European time zones, so you're willing to work flexible hours on occasion as the team grows.

You enjoy working in a fast-paced environment and are adaptable. You take pride in your work, but you don't take yourself too seriously – it's good to have fun.

What's in it for you?

Influence, trust, and impact inside a well-funded scale-up that's on a rocketship trajectory.

Working alongside other talented, experienced, and friendly folk who are keen to have impact too – great people to learn from and work with.

Competitive salary, benefits package and meaningful stock options, and the freedom and flexibility of a 'remote first' organization.

Closing date: 9th February 2024

m³ter is committed to Equal Employment Opportunity through attracting and retaining a complementary team of employees and building an inclusive environment for all.