



Fleet Electrification

**XL Hybrids, Inc.**  
**145 Newton Street**  
**Boston, MA 02135**

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### **About XL:**

CO2 emissions from transportation recently surpassed the power sector as the largest source of greenhouse gas emissions in the United States. Fleet vehicles account for over 25% of these emissions yet account for only ~5% of the vehicles on the road.

XL is a pioneering developer of hybrid electric and plug-in powertrains that reduce oil consumption while also providing a good financial return. Our systems are available on Ford, GM, and Isuzu vehicles, and we sell to the largest fleets in the world such as Verizon, FedEx and Pepsi.

Our fleet-ready™ electrification systems deliver cost-effective solutions that enables commercial and municipal fleets to quickly and efficiently reduce transportation fuel consumption, lower operating costs, and measure performance to meet corporate sustainability goals.

Founded by alumni of the Massachusetts Institute of Technology, we are an ambitious and rapidly growing team, with a state-of-the-art engineering facility in Boston. We are rapidly deploying our technology and are looking for high-energy, creative, and ambitious people to join our team.

At XL we offer a competitive salary, meaningful stock ownership, 401K, health benefits. Additionally, we offer a fun work environment and the opportunity to enter a high-growth startup company. We are looking for candidates who have demonstrated leadership and excellence throughout their careers but are also excited about the prospect of creating positive change for our environment through the transformation of the fleet vehicle industry.

### **Job Title: Customer Success Manager**

XL is hiring a Customer Success Manager (CSM), who will report to the Chief Operating Officer. This CSM position is a new and important role at XL and will help manage customer relationship retention and optimization. The CSM will leverage a portfolio of technical, marketing and interpersonal skills to help manage XL's "post-deployment" customer interaction process, while working alongside and directly supporting the activities of XL's Sales and Business Development teams with both new and existing fleet customers. The CSM will heavily utilize XL's proprietary XL Link vehicle connectivity platform to provide data-driven reports and actionable intelligence to XL's fleet customers focused on fleet electrification. .

### **Responsibilities:**

- Be responsible for building performance, ROI and sustainability cases for each XL customer, and then communicating these results of XLs' technology performance in the field.
- Help manage XLs' "post-deployment" customer interaction process with both new and existing fleet customers, while working alongside and directly supporting the activities of XL's Sales, Business Development and Marketing teams.
- Heavily utilize XL's proprietary XL Link vehicle connectivity platform to provide data-driven reports and results to XL's fleet customers including fleet vehicle data points such as fuel

economy, drive cycle characteristics, cost savings, sustainability benefits as well as vehicle service record.

- Interface cross-functionally with XL's Cloud team (i.e. the team at XL who builds and continually enhances XL Link) to help suggest ways to build out XL Link data-capturing and reporting capabilities to ensure customer needs are met.
- Host webinars/conference calls to educate new and existing customers on the capabilities of XL Link and the XL Plug-in App, and structure ongoing program monitoring processes.
- Provide ongoing periodic reports to existing XL customers (even without customer request) to facilitate consistent communication between XL customers and XL's Sales and Business Development teams about product benefits and potential program expansion.
- Be a customer advocate to help build trust and communication to ensure customer relationship success.
- Interface with XL's technical advisory board to utilize best practices.

#### **Additional Responsibilities based on experience/interests**

- Consult fleet industry customers to investigate strategies to help the XL team further position and productize XL Link into a differentiated, standalone service offering.
- XL is a dynamic, growth business, so joining our team means that you will have a wide scope of work and responsibilities that may shift with rapidly growing areas of the business.

#### **The ideal candidate will have:**

- A genuine interest in interfacing with customers
- Product marketing and/or customer success management background
- Experience performing reporting and/or data analytics
- Bachelor's degree; master's degree preferred
- Excellent knowledge of MS Excel, MS PowerPoint and Salesforce; software skills a plus
- Exemplary planning and time management skills
- Ability to multi-task and prioritize tasks
- Excellent verbal and written communications skills
- An interest in clean energy and automotive technology
- Discretion and confidentiality
- The ability to work full time at the XLs' Boston office, but travel when needed.

**Contact:** Please send your resume to careers 'at' xlfleet.com with "Customer Success Manager" in the subject heading.