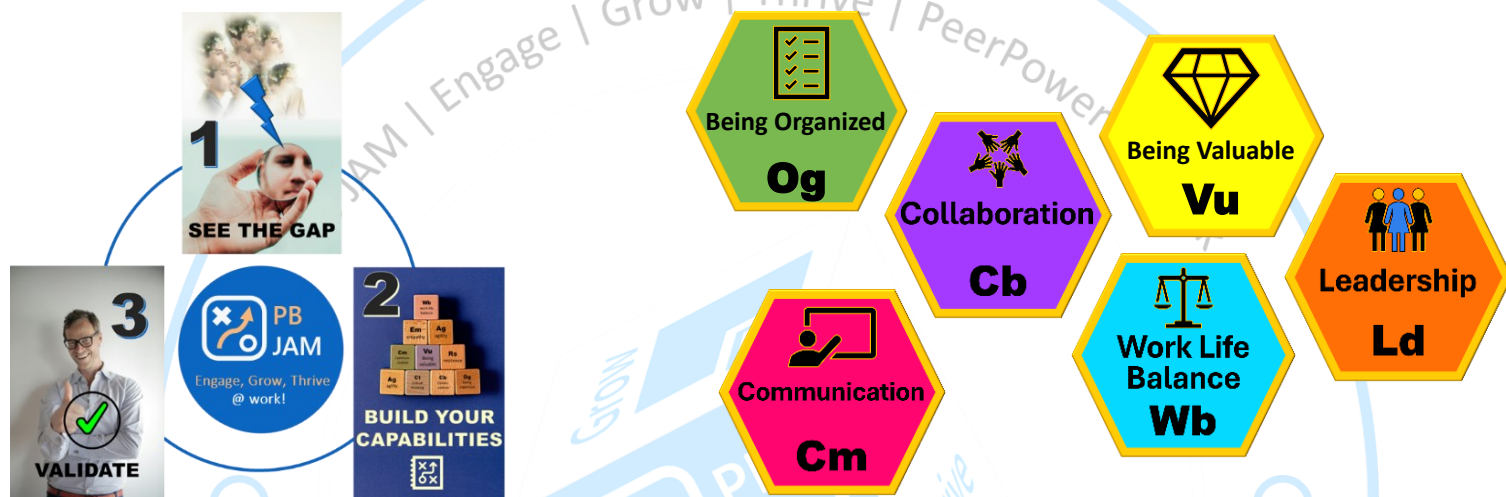




PB JAM Customer Success Representative

Engagement Description

What is PB JAM?



PB JAM is a science-based professional development platform built around a simple but powerful idea: the fastest way to grow professionally is to see yourself clearly, build the right capabilities deliberately, and have the people around you confirm that the change is real.

We call this **See • Build • Validate** – and it is the methodology behind everything we do. Through our **Six PB JAM Facets©** (Communication, Collaboration, Leadership, Being Organized, Work-Life Balance, and Being Valuable), participants identify the precise gaps holding them back – not their assumptions about those gaps. A three-point diagnostic triangulates perceived skill, behavioral frequency, and stakeholder perception. Larger variation across the three signals a higher probability of a blind spot, and that is exactly where development begins.

What makes PB JAM different? Most professional development either individualizes without scaling (executive coaching) or scales without individualizing (generic training). PB JAM does both – through small, curated peer groups of professionals from different companies, industries, and cultures, guided by an experienced facilitator through structured 12-week cohorts. The diversity of perspectives is the mechanism. Each peer sees your challenge through a lens you simply don't have.





The outcomes are verified – not self-reported. Over **300 professionals across 4 continents** have been through the PB JAM journey, with an **80%+ stakeholder-validated success rate**.

Why join PB JAM?

PB JAM is at an exciting stage. The methodology is proven, the outcomes are real, and we are now building the team and infrastructure to bring this to many more professionals and organizations around the world. Joining PB JAM now means you are part of that growth story – not just filling a role, but helping shape what this platform becomes.

We hire for shared values above all else. Our ten values – **Curiosity, Authenticity, Grit, Humility, Empathy, Respect, Inclusiveness, Transparency, Trust, and Doing Good** – are not just words on a page. They are the daily operating system of everyone on our team. We encourage you to read about them before we talk, and to come to the conversation ready to share which value resonated most with you – and why. That conversation tells us more than any resume.

Explore our values at pbjamplatform.com/pb-jam-values.

Role of PB JAM Customer Success Representative (CSR)

The PB JAM CSR is the bridge between PB JAM, our customers, and our participants. You are the person who makes sure everyone knows what to expect, feels supported throughout their journey, and comes away believing that PB JAM delivered on its promise. That is a meaningful responsibility — and a meaningful opportunity.

- Clarity around expectations and timelines for each customer from day one
- Regular meetings with the sponsor and HR contact on the customer side
- Temperature checks with participants and facilitators at the end of weeks 4, 8, 12, and 4 weeks after each program
- Documentation of feedback that is concise, clear, and electronic
- Ownership of customer engagement materials — keeping videos, decks, and onboarding guides current based on real experiences
- Driving PB JAM's bi-annual customer engagement plan for existing and prospective customers

Key characteristics of our CSR

- Graduate or post-graduate degree holder in any discipline — basic sciences, psychology, neuroscience, public policy, or communications preferred (from 5 years of experience to retired enthusiasts)
- A people person with empathy and authenticity who makes conversations easy, even on the very first contact





- Proven track record working with B2B customers and accounts — relationship management, growth, and customer satisfaction
- Ability to apply what you know and what you learn to continuously improve how you work with customers
- A genuinely good listener
- Comfortable with CRM software — Zoho, Salesforce, or similar experience preferred

Time commitment

We allow our CSRs to choose their own time commitment per week — which days, and how many hours — but we do need them to be available to complete assigned tasks on time. Life happens, and we understand that. Active, clear communication is a necessity at PB JAM.

A typical week involves calls with potential customers, meetings (virtual or in-person) with existing customers, participants, and facilitators, and a weekly update to PB JAM management covering what you found this week and where your focus is heading next. You will also spend time analyzing platform data and reading what is relevant to your customer accounts.

We highly encourage CSRs to write blog posts on the PB JAM platform and engage in facilitator group chats and forums. The closer you are to the participant experience, the better you will be at the customer conversations that matter most.

Current openings

We do not have an open position for this role right now – but we are always scanning for the right people. If you are passionate about people and aligned with the PB JAM values and mission, we want to hear from you. The right fit matters more to us than the right timing.

Compensation

Our goal is to bring a smile to your face and your wallet as the PB JAM CSR! We offer competitive hourly rates even for short-term engagements. Our compensation typically has a strong bonus component driven by the stakeholder feedback and peer group vitality scores.

Interested? Contact us! [Schedule a call with us to explore a mutual fit!](#)

We look forward to getting to know YOU! Let's nurture better workplaces together.

