

The Provenance Chain™ Network (PCN) is bringing transparency to commerce. Privately held, we are building an open standards network to serve businesses and consumers. Our distributed team welcomes individuals of diverse backgrounds and unique experiences. The Provenance Chain™ Network is an equal opportunity employer providing a diverse and inclusive workplace headquartered in Portland, Oregon.

**Our Mission:** To reveal the lifecycle story of every product..

Utilizing a permissioned distributed ledger system and cloud computing to deliver its solutions, the PCN seeks a passionate and honest team member who will serve as a customer success associate to serve: consumer packaged goods, footwear & apparel, aerospace & defense, and other business segments. At PCN, we believe people have the right to know the facts about what they buy, use, and consume. We are laser focused on building the platform that forms the network and brings transparency to all commercial participants -- suppliers, manufacturers, brands, regulators, and consumers.

#### **What You'll Do**

- Create or follow workflows that help to onboard customers for our platform or a variety of our business teams so it aligns technical concepts and greater adoption of PCN features
- Work within requested technologies and services to translate technical requirements into client-facing information
- Serve as the voice of customers for advocating on current and future products, services and support
- Increase customer usage and adoption and continuously work towards shifting them to PCN advocates
- Capture observations, feedback and action items from working sessions, as well as processes or workflows that may result from various meetings
- Meet weekly (or as requested) with supervisor to evaluate and iterate on project progress and ongoing next steps
- Perform other duties and tasks as assigned
- Record hours of work, and submit regular progress reports on project requests to supervisor

#### **What We're Looking For**

- You are a thinker, a doer, a leader, an innovator
- You have the passion and flexibility to foster growth and success for the organization, its mission and vision
- You thrive in a fast-paced environment with a excellent time management and organizational skills
- You have the ability to shift easily from independent work and collaborative team sessions
- You are resourceful, respectful and are able to prioritize project goals with prudence and a sense of urgency
- You are brilliant and fun to work with

Compensation for this position will be an agreed upon hourly rate. The Customer Success Associate is a full-time position that reports to the Chief Strategy Officer.

To express interest in this role, please email [careers@theprovenancechain.com](mailto:careers@theprovenancechain.com) with information on your experience that makes you a fit for this position and The Provenance Chain™ Network team.