



# Field Enablement Specialist

Customer Success

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|-----------------|----------------------------------------------|
| Department      | Customer Success                             |
| Reports to      | VP, Customer Success                         |
| Location        | Remote, with travel to customer sites (>50%) |
| Employment type | Full-time                                    |
| Compensation    | Base salary + commission                     |

## About Green Security

Green Security provides vendor credentialing and compliance technology to healthcare organizations. Our platform helps health systems control who enters their facilities, keep vendor representatives credentialed and compliant, and protect patients and staff. As we expand across more facilities and customers, we are growing the field team that brings our platform to life onsite.

## Role Summary

The Field Enablement Specialist is the face of Green Security inside our customers' facilities. This is a hands-on, travel-heavy role for someone who is comfortable splitting their week between an airport, a hospital lobby, and a check-in desk. You will spend the majority of your time onsite at customer locations confirming that our equipment is working, training the staff who use our platform day to day, and running an in-person registration table where vendor representatives can stop by, ask questions, and get signed up and credentialed in Green Security.

This role blends customer success, field implementation, and a direct registration component. Your impact is measured both by how smoothly our platform runs at each site and by how many new vendor reps you help register.

## Key Responsibilities

### Onsite equipment and platform readiness

- Travel to assigned customer facilities (more than 50% of your time) to inspect and confirm that all Green Security equipment is installed correctly and fully functional.
- Test check-in kiosks, badge printers, scanners, gateways, and related hardware; identify issues and coordinate fixes with internal teams.
- Document the state of each site and flag any equipment, connectivity, or workflow gaps that need follow-up.

### Hands-on training and enablement

- Deliver in-person, hands-on training to facility staff and platform users so they can confidently operate Green Security day to day.
- Walk users through check-in, visitor and vendor management, reporting, and other core workflows.
- Tailor training to each audience, from front-desk staff to facility administrators, and leave each site more self-sufficient than you found it.

### **Onsite vendor registration (primary focus)**

- Set up and staff an in-person registration table at customer facilities where vendor representatives can stop by with questions.
- Walk vendor reps through the Green Security registration and credentialing process and get them signed up on the spot.
- Answer questions about requirements, credentials, and how the platform works, removing friction so reps can register quickly.
- Drive new vendor rep sign-ups, which directly affect your commission.

### **Customer relationship and feedback**

- Serve as a friendly, knowledgeable Green Security presence onsite and build trust with facility contacts.
- Capture customer and vendor feedback from the field and relay it to Customer Success, Product, and Support.
- Coordinate with the assigned CSM and internal teams before, during, and after each visit.

## **What Success Looks Like**

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- Equipment at assigned sites is verified and functioning, with issues caught and escalated early.
- Facility staff can operate the platform independently after your training.
- A steady, growing number of vendor reps register through your onsite efforts.
- Customers see Green Security as responsive, present, and easy to work with.

## **Qualifications**

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### **Required**

- 2+ years in a customer-facing role such as field implementation, customer success, onsite support, training, account management, or field sales.
- Willingness and ability to travel more than 50% of the time, including overnight and multi-day trips.
- Comfort with hands-on hardware setup and basic troubleshooting.
- Strong presentation and training skills; able to explain technology clearly to non-technical users.
- A self-starter who works independently in the field and manages their own schedule.
- Excellent interpersonal skills and a genuine ability to put people at ease and close registrations face to face.

### **Preferred**

- Experience in healthcare, vendor credentialing, compliance, or SaaS.

- Familiarity with check-in/kiosk hardware or similar field-deployed technology.
- A track record of hitting sign-up, adoption, or sales targets.

## Travel and Physical Requirements

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- More than 50% travel to customer facilities; some weeks may be heavier depending on rollout schedules.
  - Ability to stand and staff a registration table for extended periods.
  - Ability to lift and handle equipment (up to 25 lbs) during setup and inspection.
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*Green Security is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.*