



DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Global Key Account Support Manager – Asia Focus

Location: UK (preferred) or Europe (Spain, France)

Language Requirements: Fluency in Mandarin and/or Japanese

Apply by: Friday 29 May 2026

Job Purpose and Background:

The SBTi is seeking a Key Account Support Manager to help SBTi Services customers across the globe, concentrating on companies based in Asia. This role will focus on supporting the world's largest and most influential companies seeking subject matter expertise relating to the target validation process and the application of SBTi standards. This position will be critical to improving the customer experience for companies interacting with SBTi Services, providing clarity on technical queries such as target updates, engaging their suppliers, application of sector standards, or bioenergy accounting. This role will include proactive engagement and outreach, as well as reactive support, in addition to supporting ongoing supplier engagement initiatives, including delivering webinars and developing new resources.

The Global Key Account Support Manager should expect to spend approximately 70% of their time communicating with key account companies via calls and email, 20% of time consolidating feedback and working on wider initiatives to improve the customer experience, and 10% of the time on continuing education as SBTi standards and validations evolve.

This position will report to the Head of Customer Experience within the Services department, based in London, UK. They will also closely collaborate with the Target Validation, Target Operations and Strategy & Transformation teams.

This role plays an important part in achieving:

- An improved experience for companies and financial institutions before and after their validation process.
- Expanding our focus in Asia, retaining customers in this region, whilst supporting growth through supplier engagement initiatives.
- Increasing the satisfaction levels of individual companies, supporting customer retention and reinforcing the credibility of the SBTi brand.

You are a great fit for this role if you:

- Are confident in having daily conversations with sustainability managers and senior leadership from Fortune 500 companies
- Can break down broad technical concepts relating to GHG accounting and the SBTi standards, to support the resolution of customer queries.
- Are passionate about providing excellent customer service to improve both the SBTi validation experience and reputation.
- Are a fluent communicator in Mandarin and/or Japanese

About the SBTi:

The Science Based Targets Initiative (SBTi) is a global body enabling businesses to set ambitious emissions reductions targets in line with the latest climate science. It is focused on accelerating companies worldwide to halve emissions before 2030 and achieve net-zero emissions before 2050. The SBTi defines and promotes best practices in science-based target setting, offers resources and guidance to reduce barriers to adoption, and independently assesses and approves companies' targets.

For more information, please visit www.sciencebasedtargets.org

Key Responsibilities:

- **Technical Support:** Provide prompt, accurate technical assistance to key accounts navigating the SBTi standards and validation process
- **Customer Engagement and Satisfaction:** Build and maintain strong relationships with key accounts within the SBTi system, delivering high quality customer support. Proactively reach out to customers to offer support and guidance at key milestones in the customer journey.
- **Executive Communication:** Engage directly with executives and sustainability managers at client companies, via verbal and written communication, demonstrating a high level of professionalism and expertise. Maintain records within CRM.
- **Cross-Team Collaboration:** Work across SBTi and SBTi Services international teams and departments to address gaps in the current customer journey. Have flexibility to support SBTi Services and Strategy & Transformation teams with outstanding customer needs.
- **Business Development:** Supporting wider team initiatives to improve customer experience and drive revenue growth and retention, such as supplier engagement strategy, webinars and new resource development.

Experience and Skills:

- **Bachelor's degree** in a relevant field (e.g., Environmental Science, Sustainability, Business Administration) or equivalent experience.
- Strong understanding of greenhouse gas accounting principles, emissions reduction strategies, and sustainability practices.
- **Experience with SBTi standards,** resources and validation process. Candidates are expected to have a good foundation of the SBTi Standards and will continue to learn on the job.

- Experience and understanding of specific industry processes for a subset of sectors where SBTi has specific standards e.g. financial institutions, steel, cement, oil and gas, buildings, FLAG, etc.
- **Professional, concise, and effective communication** and English language skills, both written and verbal, with the ability to engage and interact with diverse stakeholders.
- **Demonstrated experience in business-to-business customer support**, client management, or a related field, preferably in the environmental or sustainability sector such as sustainability consulting or climate tech.
- **Demonstrated ability to engage confidently and effectively** with high-level contacts at large and influential corporations and/or financial institutions.
- Able to calmly and effectively handle high-pressure situations, such as major technical issues or customer complaints.
- Willingness to speak up and navigate difficult conversations internally and externally.
- Proficient with relevant digital tools such as customer relationship management (CRM) software and Google Suite.
- Belief in the SBTi mission and vision.
- **Multiple language fluency (e.g. Mandarin, Japanese)**

Important information before you apply:

- This is a full-time role based in UK or Europe.
- The salary for this role will depend on location and experience level.
- This role is a fixed term contract for 12 months with a high likelihood of extension.
- Interested candidates should be legally allowed to work in the specified countries and already be visa holders. **The SBTi cannot sponsor working visas.**

If you are interested, please complete our [application form](#).

Due to the high volume of applications we receive, only shortlisted candidates will be contacted. Thank you for your interest in SBTi.

What we offer:

- Working in one of the most successful and fastest-growing initiatives driving climate action.
- Exciting and challenging tasks in a dynamic, international, innovative, and highly motivated team.
- Training and development.
- Attractive holiday package plus public holidays in your country.
- Competitive NGO salary range

SBTi is an equal opportunity employer - committed to building an inclusive workplace and diverse staff, where all can thrive. We welcome and strongly encourage applications from candidates of all identities and backgrounds, and do not discriminate based on race, color, religion, gender or gender identity, sexual orientation, national origin, disability, or age.