

Customer Success Operations Manager Position Description

Position Overview

[CareerWise Colorado](#) is a nationally-recognized startup nonprofit organization that is shaping Colorado's workforce through innovative, business-led youth apprenticeships. Through our work, we help businesses fill high-demand positions through apprenticeships that create real value and positive return for businesses. This innovative approach has captured the attention of business, government and education leaders across the state and country. We're hiring a Customer Success Operations Manager whose mission will be to drive the effectiveness and efficiency of our Customer Success team. You will report to the Director of Customer Success and will be the team's trusted partner in defining customer success objectives, strategy, and tactics, and in implementing processes that scale.

What you'll do:

Define and Optimize Customer Success Processes

- Understand the unique business needs, motivations and opportunities of each of our employer partners to maximize success of training within each environment
- Map the timing and content of touch points for Customer Success Managers (CSM) along the customer journey
- Map customer journey of our employer partners
- Develop listening points in journey (e.g., usage, satisfaction, etc.)
- Standardize interventions for each point in journey
- Detect early signals of at-risk businesses/apprentices, design playbooks for CSMs to address them, and provide path to escalation
- Coordinate and build cross-functional processes across CareerWise departments
- Identify opportunities for continuous improvement
- Learn from best practices in industry

Codify and document Customer Success Activities

- Drive toward increased codification of all Customer Success Activities
- Drive toward increased documentation of all Customer Success Activities
- Create tools for employer partners to increase ease and quality of partnership
- Enhance effectiveness and efficiency of work through Salesforce and other technologies where possible

Measure Effectiveness of Customer Success

- Track operational metrics for team through identification and creation of required dashboards and ongoing reporting out on those dashboards
- Improve on system for tracking metrics
- Build briefings on past results through dashboards and presentations for executive team, company and board
- Track leading indicators and analyze them to understand what's going well and what's not; identify process-, technology- and communication-related solutions to identified challenges

What we're looking for

You have a few years of work experience in work focused on the customer (e.g., customer experience, marketing, Business Analyst, Project Management, HR) that has prepared you for the diversity of this role. You can think through problems and make actionable recommendations. You thrive on data and providing key business insights based on analyzing multiple data sources. You take initiative to identify what the business should be tracking and evaluating. You have a passion for designing processes and documentation that scale and can break down ambiguous problems into concrete, manageable components and think through optimal solutions. You take a high degree of ownership over your work and enjoy “getting your hands dirty” by digging into complex operations. You're a clear communicator with professional presence. You can actively listen while being open to input from other team members and departments. Proven experience working with Salesforce is a strong plus.

Our Customer Success Team leads through influence and problem-solves with a creative, entrepreneurial, and service-minded approach. They are self-directed and have the discipline and ability to work independently when needed.

Most importantly, you are passionate about our mission and thrive in a high energy, dynamic team like ours. And we mean TEAM. We collaborate, engage in healthy debate, jump in where ever our skills are needed, we all lead and follow. We are a group of unique individuals who truly believe in this work.

Sound interesting?

Send resume, cover letter, salary requirements, and LinkedIn profile to careers@careerwisecolorado.org

CareerWise Colorado is an Equal Opportunity Employer