

Customer Success Manager Job Description

Who are we?

[CareerWise Colorado](#) is a nationally recognized initiative that is reshaping Colorado's workforce through innovative, business-led youth apprenticeships. Our apprenticeships enable Colorado businesses to fill high-demand positions, develop their future workforce, and achieve a positive return on their training investment. At the same time, these apprenticeships open doors for high school students to attractive, well-paying careers and post-secondary education. Our growing youth apprenticeship system has captured the attention of business, education, and government leaders across the state and country.

The Role

- The Customer Success Manager reports to the Director of Customer Success and works to optimize and support the experience and outcomes of CareerWise employer partners and apprentices. They work collaboratively with external partners and within the organization to solve tough customer problems and address the needs of our employers and apprentices. It is a multi-faceted role that requires strong relationship development skills, as well as extensive technical expertise to execute complex process and data driven work.
- The role is based in Denver. For now, staff may work remotely or in the office. Starting in 2022, our team may be required to be onsite a maximum of two days per week, but staff will receive at least 60 days notice of any requirements.

What You'll Do:

- Perform all responsibilities of a customer success manager in accordance with the team's mission and work philosophies
- Build positive and trusting customer relationships by maintaining proactive and consistent communication and delivering exceptional service
- Assess potential barriers to apprentice success and strategize with employers, internal colleagues and external partners to implement solutions that build to equitable outcomes for all apprentice participants
- Provide thoughtful and responsive customer support as needed, empowering customers through a problem-solving mindset and recognizing scalability as a key element for all recommended solutions
- Monitor and diligently track progress and program data as prescribed by team lead in Salesforce and other platforms
- Implement and coordinate programming, including work schedules, performance reviews, trainings, etc.
- Identify opportunities to grow youth apprenticeship programs within existing business partners
- Plan, organize, and execute on projects specific to a designated CSM leadership specialty
- **Other duties:** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Required skills and competencies:

- Relationship development
- Comfort with ambiguity
- Openness to change
- Database acumen
- Process compliance
- Strong self and organizational awareness
- Ability to balance customers' needs and opinions with program design, value and, scalability
- Thorough
- Diverse lived experiences and ability to honor and appreciate those of others
- Demonstrated appetite to engage with DEI (Diversity, Equity, and Inclusion) - type work and or conversations
- Demonstrated passion for the CareerWise mission and ability to deeply understand the complexities of the youth apprenticeship system that CareerWise is building

Compensation & Benefits: Salary range for the role is \$50-65K. Title and salary will be commensurate with skill level and applicable experience. We offer a generous benefits package including group medical, dental, and vision plans, short-term disability, 100% vested 401k Plan with a 3% employer contribution, and Flexible Time Off to name a few!

Sound interesting?

Send resume, cover letter, salary requirements, and LinkedIn profile to:

Natalie Vigil

natalie.vigil@careerwisecolorado.org

Subject line: Customer Success Manager Application - (First name Last name)

We are an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply.

If you need assistance or an accommodation due to a disability, you may contact us at careers@careerwisecolorado.org.