

Community Success Manager Team Lead:

Status: Full Time

Reports To: Client Experience Manager

Location: Hybrid Remote (Tampa, FL)

Travel: 30–50%

Job Summary:

The Customer Success Team Lead serves as the operational bridge between Customer Success leadership and the frontline CSM team. This role helps drive consistency, communication, accountability, and execution across the customer success organization while also supporting escalations, coaching team members, and improving operational workflows.

This is a highly collaborative role that blends team leadership, client relationship management, escalation support, and cross-functional coordination in a fast-paced startup environment.

Key Responsibilities

- Support day-to-day operations of the Customer Success team
- Serve as a primary escalation resource during active client issues
- Coach and mentor team members on workflows, communication, and operational best practices
- Help implement new initiatives, campaigns, and process improvements
- Lead team meetings, training sessions, and rollout discussions
- Partner with Support, Product, Engineering, Service, and leadership teams to improve coordination and execution
- Identify process gaps and opportunities for operational improvement
- Support onboarding and mentoring of new team members
- Help maintain visibility into account health, escalations, and portfolio risks
- Manage strategic or high-touch client accounts as needed

Qualifications

- 3+ years of experience in Customer Success, Account Management, SaaS, IoT, or Property Technology

- Prior experience managing escalations or high-touch client relationships
- Leadership, mentorship, or team guidance experience in a client-facing environment
- Strong communication, organization, and problem-solving skills
- Ability to navigate difficult conversations calmly and professionally
- Technical aptitude and comfort working with connected technology platforms
- Strong sense of ownership, accountability, and follow-through
- Comfortable operating in a fast-paced environment where priorities evolve quickly