

Community Success Manager:

Status: Full Time

Reports To: Client Experience Manager

Location: Hybrid Remote (Tampa, FL)

Travel: 50–75%

Job Summary

The Community Success Manager (CSM) is responsible for managing client relationships and driving successful onboarding, adoption, and long-term success across a portfolio of multifamily communities using the iApartments platform. This role serves as the primary liaison between clients and internal teams, helping coordinate implementation, training, escalations, and ongoing operational support.

The ideal candidate is relationship-driven, technically confident, highly organized, and comfortable operating in a fast-paced environment where priorities evolve quickly.

Key Responsibilities

- Manage a portfolio of multifamily client accounts
- Lead onboarding, implementation planning, and training for new communities
- Conduct in-person and virtual client training sessions
- Coordinate with Support, Product, Engineering, and Service teams to drive issue resolution
- Manage escalations and maintain client confidence during active issues
- Identify opportunities to improve adoption and overall client experience
- Support rollout of new products, pilots, and operational initiatives
- Track account activity and escalations within Salesforce

Qualifications

- Strong client relationship and communication skills
- Technical aptitude and comfort learning connected technology platforms
- Ability to explain technical concepts to non-technical audiences
- Highly organized with strong time management and follow-through
- Comfortable managing multiple priorities in a fast-paced environment
- Strong cross-functional collaboration and problem-solving skills
- Experience in customer success, SaaS, IoT, smart home technology, or property technology preferred