



Customer Success Operations Manager

XOi Technologies, one of the fastest growing startups in Nashville, is changing the way field service companies capture data, create efficiencies, collaborate with their technicians, and drive additional revenue through the use of the XOi platform.

We are looking for a strategic and highly motivated individual to join the XOi customer success (CS) team as our CS Operations Manager. This role will be primarily responsible for developing, optimizing, and managing the operational processes, reporting, tools, and documentation leveraged by the CS team to deliver customers a best-in-class experience. Under the leadership of XOi's VP of Customer Success, you'll work directly with the CS team, as well as collaborate cross-functionally with the product, client support, sales, and marketing teams.

If the position overview below describes you, please email your resume to careers@xoi.io for consideration.

Responsibilities:

- Document and maintain operational processes within CS, and create materials (template meeting agendas, playbooks, etc.) that support customer interactions (e.g., client kick-off meetings, user training sessions, etc.).
- Provide reports to the CS and leadership teams, enabling them to monitor and manage client KPIs, client health metrics, and renewal data that inform on current team performance and historical data.
- Coordinate operational efforts to functionally onboard new clients onto the the XOi Vision platform.
- Collaborate with CS and leadership team on timing and content of touchpoints for Customer Success Managers (CSMs) along the customer journey to drive optimal adoption and net promoter score.
- Coordinate one-to-many communications with CS and marketing teams to synchronize external outreach for a tech-touch initiative.
- Manage client contracts to systematically call attention to upsell and renewal opportunities.
- Coordinate cross-functionally with: XOi product team to facilitate internal training on new product releases; client support team regarding needs related to user engagement; sales team to understand pipeline for account assignment/re-distribution purposes and support in projecting hiring needs.
- Implement and manage CSM software and Salesforce integration.
- Provide enablement materials and data to drive CSM efficiency.

Requirements:

- 2+ years of experience and proven success in account management / customer success, with specific attention to driving customer adoption, satisfaction, and retention.
- Detail-oriented and creative thinker in terms of managing and executing a process.
- Proficient in Salesforce and G-Suite; demonstrated history of onboarding and managing software for enterprise (especially CS software).
- Fluent in sales processes such as lead generation, deal stage management, and forecasting.
- Excellent written and verbal communication skills.



You Are Someone Who:

- Regularly puts yourself in customers' shoes and takes action with their needs, wants, and challenges top of mind.
- Feels passionate about providing an exceptional customer experience.
- Views your profession as your craft and continuously pursues excellence in your work.
- Thrives in a fast-paced, high-growth startup environment.
- Loves to win, but never allows success to breed complacency or diminish your desire to learn, grow, and improve.
- Thinks critically about your business and customers; speaks up when you observe a weakness, threat, or opportunity; and takes action to the best of your capacity.
- Does the right thing—even when it's hard and especially when money is on the line.

You'll experience:

- Being a key part of a fast-growing software company where you can make a difference.
- Comprehensive insurance plans.
- Monthly wellness allowance.
- Flexible paid time off & paid volunteer time.
- Learning & development.
- Working in the historic and centrally located Marathon Village in Nashville, TN.
- Participating in team outings, events, and general fun!
- Helping to change an industry by serving the men and women that make our world turn.