**Job Description**

Customer Success Manager

$65k – $90k

Looking to join a rocket ship direct-to-consumer brand?

Skylight is looking for an experienced Customer Success Manager to oversee the daily operations of the Customer Service department. You are a champion for customers and a creative problem-solver who can use or tweak existing tools to attack new problems as we grow. You have a passion for leading a team, are a natural motivator, and enjoy helping others.

At Skylight, we focus on finding solutions with rigor, autonomy, and care.

**Responsibilities:**

* Supervise daily operations in the Customer Success department and serve as a client success leader within the broader organization
* Make sure all communication with customers is done in a positive and accurate manner
* Build and manage a high-performing team by recruiting top tier talent, retaining and rewarding existing talent, managing resources effectively and efficiently
* Cross-communicate with departments on CS needs
* Actively coach, develop, and lead your team to maintain key KPIs (satisfaction score, response time, resolution time)--this could be through personnel changes or large scale process changes!
* Develop key metric reports which can be delivered to leadership
* Collect and analyze data to help support internal decisions
* Forecast the amount of CS reps needed through our off-peak and busy seasons
* Other ad-hoc tasks to assist our management team

**Skills & Qualifications:**

* 3-4 years of experience managing teams
* Zendesk experience
* A+ project management skills - You like creating and monitoring new and existing projects
* Proficient with Excel or Gsheets
* Efficiency in completing projects in a timely manner
* Proactive team player who is willing to roll up your sleeves
* A self-starter who takes initiative

**Benefits:**

* Competitive compensation
* Generous benefits including Health, Vision and Dental insurance 401k Parental leave Home office stipend \* Monthly Health and Wellness Stipend
* A diverse team and culture that values inclusivity and individuality as high priorities
* Tremendous opportunity to set the direction of your work and test creative ideas
* A great learning opportunity with lots of mentorship and a learning budget
* Flexible hours, with the ability to work remotely or come into the LA/SF office 2 days a week
* Skylight celebrates diversity and believes that bringing together people from different backgrounds benefits our employees, our products, and our community. We are proud to be an equal opportunity workplace and employer.