



## Customer Success Manager

We are looking for a technically savvy Customer Success Manager who possesses a strong drive for results. Duties for the Customer Success Manager will include a broad range of tasks such as maintaining ongoing customer relationships and engagement of end user employees, implementing success programs, and onboarding and training clients. You should also be able to provide insights on client-to-business interactions, improve customer experience through product support, and handle customer and end user complaints and requests. You will help articulate the vision of how our consumer strategy and experience should be delivered and supported, and work with executive management to make sure the organization can deliver on that promise.

Successful candidates must be team-oriented, analytical, possess an aptitude for learning and using new software, be able to communicate clearly and effectively and have a strong attention to detail. The ideal Customer Success Manager should engage with customers and maximize value and their user experience.

FlexWage, a leading provider of financial wellness solutions, offers early wage access, which it created and patented in early 2010, planning, budgeting, and financial coaching for employees. Along with key channel partners like Money Network, Green Dot, Fiserv and USBank, we serve employers and deliver FlexWage products to their employees as a financial wellness benefit. Our clients include Alliance Data Systems, Panda Express, RWJBarnabus Health, Wendy's, Denny's, McDonalds and many more.

Responsibilities of the Customer Service Manager include:

- Launch, trainings and ongoing engagement with employers (our clients) and employees (end users)
- Analyze customer data to improve customer experience.
- Improve onboarding processes for clients and end users.
- Manage ongoing communications, tutorials and other client support infrastructure like UserVoice.
- Handle, track (with our technology) and resolve customer requests and complaints. Create management level reporting of issue categories and paths to resolution.
- Identify, describe and implement process improvements.
- Contribute feedback for product design and engagement strategies.

Requirements include:

- Bachelor's Degree in Communications or Marketing or business-related field
- 4+ years' experience in a client service position, ideally in HR, Payroll or Financial Services
- Knowledge of customer success processes. Passion for service.
- Ability to define, create and execute on processes to drive a positive client and end-user experience.
- Patient and active listener. Self-driven and proactive nature.



- Strong technology skills, e.g., Slack, Zoom, Excel, social media, and ability to learn new software.
- Highly organized and able to multi-task.
- Excellent communication, written and presentation, and interpersonal skills.

Salary is commensurate with experience.

Contact Carla Dearing, Head of Product, [cdearing@flexwage.com](mailto:cdearing@flexwage.com).