



## Customer Success Manager @ RoadFlex

RoadFlex is a stealth fintech startup modernizing financial services for the underserved trucking and logistics industries. These industries provide the backbone of the US economy. However, the financial infrastructure on which they run is broken. These are underserved industries where the existing financial and payment tools are difficult to use, outdated and prone to fraud.

**We are changing that.** RoadFlex believes that the hardworking men and women in this sector deserve better. With RoadFlex, customers can rely on the timely movement of capital for our supply chains to function efficiently. We build financial tools and payment products for truckers and fleet managers. We offer them world-class customer service that work with and around the unique constraints of their daily lives. If you would like to join our mission of helping the people manning the backbone of the US economy, let's talk!



### Key Responsibilities

We are looking for our next Customer Success Manager (CSM) to grow with us. You will own the entire client relationship post-sale, building strong relationships and collaborating with cross-functional leaders internally to deliver excellent customer experiences. Our ideal candidate enjoys wearing multiple hats, training and troubleshooting.

Candidates should have a positive and proactive approach to their daily grind. Candidates should have exceptional communication skills across all channels (text, phone, email, Webex) and thrive in a fast-paced start-up environment.

You will:

- Own overall relationship with assigned clients, which includes on-boarding, implementation, training, increasing adoption; all while ensuring retention
- Establish a trusted and strategic advisor relationship with your clients to help drive the continued value of RoadFlex
- Help develop customer success strategies and best practices, as well as customer support content
- Maintain existing customer success metrics and data as directed
- Serve as day-to-day contact for assigned accounts, building trust and rapport while identifying areas of opportunity, highlighting best practices, and documenting

- Work with the Sales and Support Team to improve the Customer Journey and other functions outside of Customer Success
- Provide support in other departments outside of Customer Success (Activations, Sales, Customer Support)

## Experience & Fit

- 4 - 6 years of experience in Customer Service, Customer Support, or Customer Success
- Strong verbal and written communication, the ability to build solid relationships with a diverse customer base
- Analytical and Process-oriented mindset
- Comfortable working across multiple departments in a deadline-driven environment
- Active team player, self-starter, and multitasker who can quickly adjust priorities
- Type at least 40wpm
- Bonus: experience with CRMs
- Bonus: experience with trucking fleets
- Bonus: experience working at a fast-pace technology startup

## Benefits & Salary

We pay market salaries and are generous with equity compensation to align the company's success with your long term success.

Benefits include:

- Health insurance
- Unlimited vacations
- Commuting & food

This is a full time remote position.

## Who we are

We are a small team of hard working and focused engineers. We have prior experience at McKinsey & Company, D.E. Shaw, Lenovo, Thrasio and more. The founders are serial entrepreneurs that have previously started venture backed companies.

We are backed by top tier VCs and by many successful entrepreneurs and C-suite executives from companies such as Product Hunt, Pipe, Digits, Clearbit, Embed, Hippo, Flexe amongst others.

## Join our team

RoadFlex's mission is to deliver financial innovation at a transformational scale and improve the working lives of one of the country's biggest industry sectors. To join us, contact [david.clinton@roadflex.com](mailto:david.clinton@roadflex.com).

RoadFlex is an equal opportunity employer, and we value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, disability status, or any other protected class.