Customer Success Manager (CSM)

About Us

We're **Nordic Nexuz**, a fast-growing lead generation agency helping B2B companies scale through cold email.
We run advanced outbound campaigns end-to-end - data, targeting, copy, deliverability, and systems - with one clear outcome: **qualified sales meetings for our clients**.

We're growing quickly and need a **strong Customer Success Manager** who can own client relationships, strategy, and outcomes at scale.

The Role

As a Customer Success Manager, you are the **single point of ownership** for client relationships.

You'll manage 20-30 active clients, own all client communication, define campaign strategy, and coordinate execution through our internal team. You do **not** execute technical work yourself - your role is to think, decide, communicate, and delegate.

This is a high-responsibility role with real ownership over performance, retention, and expansion.

Responsibilities

- Own all client communication (Slack + meetings)
- Act as the single point of contact for each client
- Lead onboarding calls and weekly performance calls
- Define and adjust outbound campaign strategy based on performance
- Translate strategy into clear ClickUp tasks for the delivery team
- Monitor results across targeting, messaging, and deliverability
  Set expectations, handle objections, and manage underperformance professionally
- Identify upsell opportunities and actively work to reduce churn
- Ensure systems and processes (ClickUp, CRM) are followed correctly

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Requirements

- Prior experience with **cold email or outbound lead generation**
- Strong understanding of the cold email tech stack (e.g. sending tools, inboxes, deliverability, lead sourcing, CRM)
- Previous experience as a **CSM, Account Manager, or Sales Rep**
- Comfortable discussing technical aspects of cold email with clients
- Strong written and spoken English
- Organized, proactive, and confident in client-facing communication
- Able to manage multiple clients without dropping the ball

Compensation & Working Style

- Base salary + commission
- US working hours required
- Full-time role (not strict 9–5 - results matter more than hours)
- High ownership, high trust environment

Why Join Nordic Nexuz?

- Remote, fast-growing agency
- Work directly with the founding team
- High-impact role with real ownership
- Clear expectations, no micromanagement
- Opportunity to grow into senior CS or leadership roles