

CUSTOMER SUCCESS MANAGER

Overview:

Our client is a growing RetailTech SaaS business helping fashion brands and retailers make smarter buying, planning and trading decisions through data, AI and intelligent technology. They're looking for a Customer Support Manager who loves getting to the bottom of complex customer problems. Think customer support meets technical detective work: investigating data and system issues, working with engineers to find the fix, and making sure customers get fast, brilliant outcomes. You'll also lead a small support team, helping raise the bar on quality, speed and the overall customer experience.

Responsibilities:

- Investigate complex customer issues across data, systems and integrations.
- Own customer problems end-to-end and drive them through to resolution.
- Work closely with Engineering to diagnose and resolve technical issues.
- Build strong customer relationships and deliver exceptional service.
- Lead and support a small customer support team.
- Monitor support quality, communication and speed to resolution.
- Identify recurring issues and turn them into product and process improvements.
- Improve support workflows, tooling and knowledge systems.
- Translate customer problems into clear technical context for Engineering.
- Drive strong CSAT, first-contact resolution and resolution quality.

Requirements:

- Experience in technical customer support, customer success or a similar customer-focused role.
- Strong customer orientation with a genuine drive to deliver exceptional outcomes.
- Technically curious and comfortable investigating complex problems.
- Strong analytical thinking and exceptional attention to detail.
- Ideally comfortable with APIs, integrations, data or connected systems.
- Able to communicate clearly with both customers and technical teams.
- Strong ownership, follow-through and a bias toward getting things resolved.
- People-management experience is advantageous but not essential; strong individual contributors with natural leadership potential will also be considered.
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