

CUSTOMER SUCCESS MANAGER

Overview:

Our client is a fast-growing brand protection business helping e-commerce companies remove copycats, counterfeiters and online scammers. They are looking for a Customer Success Manager to own a portfolio of client accounts from onboarding through to renewal.

This is a remote role for someone who is responsive, organised and confident managing multiple client relationships while working closely with an internal enforcement team.

Responsibilities

- Manage client accounts from onboarding through to renewal.
- Act as the main point of contact for assigned customers.
- Run regular 30-, 60- and 90-day client check-ins.
- Provide clear updates on enforcement progress.
- Translate internal activity into client-friendly insights.
- Identify unhappy or at-risk accounts early.
- Resolve issues proactively and support retention.
- Maintain accurate account and case notes.
- Coordinate closely with internal teams.
- Respond to clients quickly and professionally.

Requirements

- 1-2+ years' Customer Success, Account Management or client-facing experience.
- Strong relationship-management skills.
- Clear and confident communication style.
- Highly responsive with same-day client follow-up.
- Strong organisational skills.
- Comfortable managing multiple accounts simultaneously.
- Strong attention to detail.
- Confident handling difficult client conversations.
- Comfortable working independently and remotely.
- Able to work New York business hours.