

WORK VAPOR

Job Link: <https://workvapor.com/jobs/customer-journey-operations-director-saas-leadership-earn-170k-200k-flock-safety/>

CUSTOMER JOURNEY OPERATIONS DIRECTOR, SAAS LEADERSHIP, EARN \$170K-\$200K | FLOCK SAFETY

HIRING ORGANIZATION

Flock Safety

EMPLOYMENT TYPE

Full-time

BASE SALARY

USD 170000 - USD 200000

JOB LOCATION

? Remote work from: UNITED STATES

DESCRIPTION

Company: Flock Safety
Position: Director, Customer Journey Operations
Industry: Safety Technology / B2B SaaS
Location: Remote – USA
Employment Type: Full Time
Salary: \$170K – \$200K + Equity
Email: recruiting@flocksafety.com

DATE POSTED

? 03/12/2026

Role Overview:

- Lead and strengthen Customer Solutions and Success operations
- Act as strategic partner to SVP of Customer Solutions and Success
- Drive efficiency, scalability, and predictable business outcomes
- Align cross-functional teams across the customer lifecycle

Key Responsibilities:

- Define and execute operational strategies to improve customer outcomes
- Convert high-level CS strategy into clear execution plans and KPIs
- Build scalable processes for onboarding, renewals, adoption, and expansion

- Standardize SOPs, governance models, and operational playbooks
- Create dashboards to track customer health, churn risk, and growth
- Ensure data integrity across CRM and CS systems
- Optimize Customer Success tech stack (Salesforce, Gainsight, etc.)
- Lead system integrations, automation, and workflow improvements
- Improve handoffs between Sales, Product, Support, Marketing, and Finance
- Support enablement with tools, training, and resources
- Mentor and develop operations team members when applicable
- Drive change management for new processes and systems

Required Experience:

- 10+ years in customer success, CS ops, or revenue operations in B2B SaaS
- 3–5 years in leadership roles
- Experience advising senior executives
- Strong hands-on CRM and CS platform knowledge
- Advanced analytical and strategic thinking skills
- Strong cross-functional collaboration ability
- Excellent verbal and written communication
- Proven project and change management capability
- Comfortable working in fast-changing environments

Preferred Profile:

- Experience scaling high-growth SaaS operations
- Track record improving retention, NPS, and expansion
- Knowledge of lifecycle automation and digital engagement tools

90-Day Focus:

- First 30 Days: Audit tech stack and CS processes, build key relationships

- First 60 Days: Identify journey gaps and define CS Ops vision
- 90 Days+: Launch roadmap, scale operations, build impact dashboards

Benefits & Perks:

- Flexible non-accrual PTO + 11 holidays
- Fully paid medical, dental, and vision plans
- 12 weeks paid parental leave (+ recovery time for birthing parents)
- Fertility, adoption, and family benefits up to \$50,000 lifetime
- Mental health support via Spring Health
- Caregiver support program
- Equity tax advisory sessions
- Employee Resource Groups participation
- \$150/month WFH stipend
- \$300/year productivity stipend
- \$750 home office setup stipend

Important Notes:

- Role requires ability to obtain CJIS certification
- Background check and FBI CJIS compliance required
- Flock Safety never requests payment during hiring
- Official emails come only from @flocksafety.com domain

How to Apply:

Send your resume or contact on WhatsApp at Not Provided or email at recruiting@flocksafety.com