

# Work Vapor

<https://workvapor.com/jobs/customer-success-coordinator-work-from-home-50k-55k-salary-stratsimple/>

## Customer Success Coordinator Work From Home

### Base Salary

USD 50000 - USD 55000

### Description

**Company:** StratSimple

**Position:** Customer Success Coordinator

**Industry:** SaaS / Technology / Customer Success

**Location:** Remote (Must be within 2-hour drive of Wilkes-Barre, PA)

**Employment Type:** Full-time

**Salary:** \$50,000 – \$55,000 per year

**HR Contact:** [jobs@stratsimple.com](mailto:jobs@stratsimple.com)

### Hiring organization

StratSimple

### Employment Type

Full-time, Part-time

### Job Location

UNITED STATES

Remote work from: UNITED STATES

### Date posted

03/09/2026

### Role Overview

- Act as primary contact for consultants and nonprofit clients
- Manage full customer journey from onboarding to ongoing support
- Build strong relationships to improve adoption and satisfaction
- Contribute ideas to improve startup processes and workflows

### What You Will Do

- Lead onboarding sessions and product walkthroughs
- Resolve customer issues and escalate complex cases
- Monitor customer health metrics and recommend actions
- Design and configure virtual survey experiences
- Review and finalize PowerPoint reports for clients
- Use AI tools like ChatGPT to streamline workflows
- Support operations and special improvement projects

### What You Should Have

- Ability to quickly learn new software tools
- Experience in customer support, SaaS, or consulting
- Hands-on work with CRM or web-based platforms
- Comfort using AI tools for productivity
- Strong written and verbal communication
- Highly organized and self-driven mindset
- Must live within 2-hour commute of Wilkes-Barre, PA

### Preferred Profile

- Familiar with SWOT, KPIs, or OKRs
- Interest in nonprofits and social impact
- Bachelor's degree in business, communications, or related field
- Good PowerPoint skills

### Perks & Benefits

- Fully remote work setup
- Internet reimbursement
- Paid time off

- 20+ holidays annually
- Week off during Thanksgiving and Christmas period
- High-growth startup exposure as first full-time hire

### **How to Apply**

Send your resume or contact on WhatsApp at [jobs@stratsimple.com](mailto:jobs@stratsimple.com)