

Work Vapor

<https://workvapor.com/jobs/customer-success-manager-team-lead-saas-retention-hybrid/>

Customer Success Manager Team Lead SaaS Retention Hybrid

Base Salary

USD 90000 - USD 100000

Description

Job Role: Manager, Customer Success

Company: Xplor

Location: Atlanta, Georgia (Hybrid)

Job Type: Full-time

Pay: \$90,000 – \$100,000 per year

Work Details: Hybrid (1–2 days office)

Contact: Email: talent@xplortechnologies.com

Benefits

- Paid parental leave
- Flexible work options
- Mental health support
- Learning and career growth support

Description

Leadership role focused on managing customer success team and improving customer experience. You will help customers get value from the product and ensure long-term relationships.

Team Management

- Lead and manage Customer Success Managers
- Set goals, track performance, and guide team
- Conduct meetings and performance reviews
- Handle escalations and complex issues

Customer Success Work

- Improve customer retention and renewals
- Manage customer lifecycle and engagement
- Build strategies for better customer experience
- Ensure smooth onboarding and support

Process & Strategy

- Create and improve playbooks and workflows
- Analyze customer data and improve outcomes
- Work with product, sales, and support teams
- Identify issues and suggest improvements

Requirements

Hiring organization

Xplor

Employment Type

Full-time

Job Location

Georgia, United States

Remote work from: United States

Date posted

03/31/2026

- 3–5 years in customer success or similar role
- 2+ years team management experience
- Strong communication and leadership skills
- Experience with CRM tools (Salesforce, etc.)
- Good problem-solving and analytical skills

Skills

- Customer-focused mindset
- Team leadership and coaching
- Ability to handle pressure and fast work
- Strong collaboration skills

How to Apply

Apply through the official careers portal.

You can also reach out at:

Email: talent@xplortechnologies.com