

CUSTOMER SUCCESS TEAM LEAD
REMOTE JOB \$100K-\$110K | XPLOR
TECHNOLOGIES CAREERS

HIRING ORGANIZATION

Xplor Technologies

EMPLOYMENT TYPE

Full-time, Part-time

BASE SALARY

USD 100000 - USD 110000

JOB LOCATION

UNITED STATES

? Remote work from: UNITED STATES

DESCRIPTION

Company: Xplor Technologies
Position: Customer Success Team Lead, SMB – Fitness & Wellbeing
Industry: SaaS / Fitness Technology
Location: Remote (Eligible U.S. work authorization required)
Employment Type: Full-Time (Contract)
Salary: \$100,000 – \$110,000 USD annually + quarterly bonus eligibility
HR Contact: Not Provided
Email: talent@xplortechnologies.com

DATE POSTED

? 02/28/2026

Role Overview:

- Manage and grow SMB client portfolio across the fitness & wellbeing segment
- Lead and mentor Customer Success Managers while owning key accounts
- Drive renewals, retention, product adoption, and revenue growth
- Deliver best-in-class customer experience throughout lifecycle

Client Management Responsibilities:

- Manage SMB accounts focusing on retention and growth opportunities
- Execute full renewal cycle including negotiations and upsells
- Monitor customer health and create risk mitigation plans
- Provide strategic product recommendations aligned to client goals
- Partner with Support, Product, Finance, and Sales teams

Team Leadership Duties:

- Coach and develop SMB CSM team members
- Act as escalation point for complex customer issues
- Standardize processes across renewals and account management
- Monitor team performance and recommend improvements
- Lead team cadences and cross-functional collaboration

Required Experience:

- 5+ years in Customer Success, Account Management, or SaaS roles
- 1–3 years of people leadership or mentoring experience
- Proven track record in renewals and revenue growth
- Experience managing SMB customers in fast-paced environments
- BA/BS preferred

Key Skills:

- Strong CRM and Microsoft Office proficiency
- Excellent communication and negotiation ability
- Strategic thinking with strong operational discipline
- Conflict resolution and customer-first mindset
- Ability to manage multiple priorities independently

Preferred Qualifications:

- Experience in fitness or boutique fitness industry
- Familiarity with Mariana Tek and Xplor Growth
- Passion for fitness, wellness, and innovation

Benefits & Perks:

- Flexible remote working arrangements
- Gender-neutral parental leave programs
- Free mental health support access
- LinkedIn Learning and career development programs
- #GiveBackDays volunteer time off

How to Apply

Send your resume at talent@xplortechnologies.com