



<https://skalator.io/job/customer-success-manager/>

## Customer Success Manager

### Description

We are looking for a Customer Success Manager to ensure our clients achieve maximum value from our services. This role focuses on onboarding, retention, and long-term client growth through proactive support and relationship management.

- Manage client onboarding and ensure smooth project initiation.
- Act as the primary point of contact for client communication.
- Monitor client satisfaction and proactively resolve issues.
- Identify upsell and cross-sell opportunities.
- Collaborate with technical teams to deliver client solutions.
- Track client performance and provide strategic recommendations.
- Build long-term relationships with clients.
- Collect feedback and contribute to service improvements.

### Responsibilities

- 2+ years of experience in customer success, account management, or similar roles.
- Strong communication and interpersonal skills.
- Experience working with B2B clients.
- Ability to manage multiple clients simultaneously.
- Understanding of SaaS, cloud, or digital services.
- Problem-solving mindset and proactive attitude.
- Fluent English communication.

### Qualifications

- Experience managing client relationships in a service-based business
- Strong organizational and multitasking skills
- Ability to translate technical concepts into business value
- Experience with CRM tools (HubSpot, Salesforce, etc.)
- Data-driven approach to client success and retention
- Strong ownership and accountability

### Job Benefits

- Performance-based bonuses
- Flexible working hours
- Work with international clients
- Growth opportunities into leadership roles
- Learning and development support

### Hiring organization

Skalator

### Employment Type

Full-time

### Industry

Skalator

### Job Location

4 Muzeinyi Lane, Kyiv, Ukraine,  
01001, 01001, Ukraine

### Working Hours

8

### Base Salary

\$ 1500 - \$ 1800

### Date posted

March 16, 2026