

Customer Success Coordinator

Location: Remote

Reports to: Customer Success Manager

Type: Full-time

About the Role:

We're looking for a **highly organized** and **detail-obsessed** Customer Success Coordinator to support the post-sales experience for our clients. Internally work across multiple teams to support the business needs. This role requires someone who thrives on structure, keeps things from falling through the cracks, and consistently delivers accurate, timely follow-ups. You'll help maintain strong client relationships by taking ownership of key workflows like onboarding, training logistics, documentation upkeep, and SMC (Software Maintenance Contract) renewals. If you're the kind of person who double-checks everything and naturally keeps things in order, this job is for you.

Key Responsibilities:

- Follow up with clients after SMC renewals or new machine purchases to ensure reactivation is complete
- Build reports for the sales team based on industries
- Send welcome and activation emails to new clients and ensure licenses are issued
- Build and send SMC quotes 90 days ahead of expiration
- Track expirations and conduct timely follow-ups to ensure renewal
- Review and clean up existing content in Confluence, organize and maintain the knowledge base
- Assist in managing training registrations, coordinate schedules, and send reminders and follow-ups
- Assist in creating and managing surveys to gather client feedback
- Send check-in emails to inactive clients and light renewal reminders

Preferred Skills & Experience:

- Familiarity with CRMs, Confluence, and email tools
- Strong organization and written communication skills
- Extremely organized and consistent with attention to detail
- Comfortable following SOPs and improving processes