

Up Training Solutions

Manager of Customer Success



Up is looking for someone who is:

- **Motivated and interested in growing with Up**
- **A high-level thinker and problem solver**
- **Professional in person and over the phone**
- **Adaptable**

Manager of Customer Success will work in office and remotely. Prior automotive experience is a plus but not required.

Manager of Customer Success will:

- **Keep customers engaged and regularly using Up**
- **Build customer loyalty and prevent churn**
- **Create and execute a retention plan**
- **Collect and organize data**
- **Advocate for customers and resolve customer issues**
- **Visit customers in-person monthly/quarterly depending on needs**
- **Hire and train customer service as needed**

Please send resume to brooke@getupnow.app