



Customer Success Manager

This Role Is Not Just a Job, It's a Mission.

At Washworld, Inc., we don't just build automatic vehicle wash systems; we engineer excellence. For over 25 years, our growth has come from innovation, reliability, and doing things the right way. Behind every machine is a customer who counts on us, and we're committed to making their experience as dependable and world-class as the equipment we design.

Position Summary

We are seeking a proactive and experienced Customer Success Manager to lead and expand Washworld's customer experience functions. In Phase 1, you will own the technical support journey, building systems, standards, and team excellence that ensure every customer feels heard, supported, and wowed. In Phase 2, you will expand into the parts sales journey, designing processes and online experiences that make ordering simple, seamless, and satisfying.

The ideal candidate is a builder at heart, someone who can coach people, engineer systems, and relentlessly advocate for the customer. At Washworld, our customers are the reason we exist, and this role embodies that truth. You'll champion their experience at every touchpoint.

Phase 1: Owning the Technical Support Experience

As the leader of our Technical Support team, one of our most critical customer touchpoints is you're not just managing functions; you're building a customer-first system. You will bring structure, standards, and follow-through to our already knowledgeable and committed team, ensuring that every customer feels heard, supported, and valued.

Key Focus Areas in Phase 1:

Team Leadership

- Lead, coach, and develop the Technical Support team.
- Establish clear performance standards, conduct regular reviews, and provide ongoing coaching to drive growth and development.

Systems & Standards

- Create, streamline, and continuously improve call logging and tracking systems.
- Develop service standards and training materials to ensure consistency and quality.
- Define, track, and report on team KPIs, providing regular updates to leadership.

Customer Experience & Escalations

- Serve as the escalation point for high-impact issues, ensuring rapid and effective resolution.
- Implement structured follow-up to measure satisfaction and turn feedback into actionable improvements.
- Manage and balance on-call rotations to maintain 24/7 critical support coverage.

Cross-Functional Collaboration

- Partner with Operations, Engineering, Quality, and Sales to share field data, identify recurring issues, and drive product and process improvements.
- Hold daily huddles with the team to review critical calls and set priorities.
- Lead weekly cross-functional meetings to align on updates and resolve escalations.

Data & Continuous Improvement

- Analyze RMA and warranty data to identify trends and root causes.
- Collaborate with Engineering and Quality to address field issues and implement resolution strategies.

Phase 2: Owning the Parts Sales Experience

Building on the foundation of excellent technical support, you will expand into shaping the parts sales customer journey. From first inquiry to order fulfillment, you will lead the design of systems and standards that make buying from us simple, seamless, and satisfying.

Key Focus Areas in Phase 2:

Sales Systems & Standards

- Create and own the structure for parts sales processes and customer touchpoints.
- Standardize order handling, communication, and follow-up to ensure consistency.

Online Sales Development

- Partner with internal teams to create and manage online sales systems.
- Champion a customer-first digital experience that's simple, seamless, and dependable.

Customer Experience Ownership

- Ensure that the sales journey mirrors the technical support journey, seamless, caring, and professional.
- Continuously track, measure, and improve customer satisfaction metrics.
- Ensure the group operates as a connected, cohesive unit supporting customers and each other.

Qualifications

- 3–5 years in a customer-facing role (Customer Success, Account Management, Service Coordinator, Technical Support Lead, etc.).
- Previous managerial experience, preferably in customer-facing technical or sales teams.
- Strong leadership and people development skills.
- A true customer-first mindset, obsessed with understanding, anticipating, and exceeding customer needs.
- Experience with CRM or ticketing systems.
- Excellent problem-solving abilities and attention to detail.
- Skilled in handling high-pressure situations and conflict resolution.
- Technically skilled, with the ability to grasp products and systems in depth.
- Exceptional verbal and written communication skills.
- Data-driven, with the ability to analyze performance and translate insights into action.
- Familiarity with industrial equipment or carwash systems is a plus

Preferred Attributes

- A builder's mentality, excited to create systems, standards, and scalable processes that elevate the customer experience.
- Ownership mindset, takes full responsibility for the systems you lead, with a true sense of accountability to support, grow, and drive the team forward.
- Collaborative and transparent leadership style, able to partner across departments with ease.
- Experience with e-commerce sales and building digital customer journeys.
- Highly organized, with the ability to balance multiple priorities and deadlines.
- Strong technical competence with a solid understanding of products and systems.

What You'll Get:

- Check out our website for a full look at our benefits, perks, and everything that makes Washworld a fantastic place to work. www.washworldinc.com/careers

Final Word: Why This Role Matters

This isn't just another job, it's a mission. You'll have the freedom to build systems, set priorities, and put your ideas into action. Our team will rely on you to keep the customer journey running smoothly, looking sharp, and staying connected. It's not about managing tickets or transactions, it's about creating an experience that makes people say, "That was different. That was incredible."

If you thrive on variety, hands-on problem solving, and leading people and processes to the next level, you'll feel right at home here.