

## Customer Success Technical Manager

### Company Overview:

Insight Risk Technologies brings Builder's Risk Insurance into the digital age, providing world-class insurance programs combined with technology-enabled loss prevention and productivity tools that lower the total cost of risk for clients while enhancing underwriting profitability. A leader in both the fire-resistive and wood frame construction sectors, Insight Risk promises a fulfilling, dynamic, and financially rewarding opportunity to forward-thinking professionals determined to fundamentally change the way risk is assessed, priced, transferred, managed, and administered.

### Position Overview:

We are seeking a Customer Success Technical Manager who will serve as the primary advocate for our clients throughout their entire experience with Insight Risk. This role ensures that every customer feels supported and satisfied from initial contact & onboarding through deployment and ongoing service. You will combine strong client-facing skills with technical know-how to deliver exceptional service, by providing hands-on deployment support, proactive communication, and technical troubleshooting assistance. As the key point of contact, you will make sure our clients achieve success with our IoT solutions and enjoy a seamless, positive experience at every stage.

The ideal candidate is a proactive communicator, highly organized, and passionate about delivering exceptional service. You will work closely with clients, internal teams, and external partners to ensure all expectations are met, feedback is heard, and opportunities for improvement are identified. This is a high-impact role that blends customer advocacy, technical problem-solving, and cross-functional collaboration to drive long-term success for both our clients and Insight Risk.

### Responsibilities:

- Serve as the primary advocate for clients, ensuring a seamless and positive experience from initial contact & onboarding through deployment and continuous engagement until project completion.
- Develop and maintain the customer journey, proactively managing touchpoints and ensuring satisfaction throughout the lifecycle of the project.
- Utilize software tools such as CRM platforms (HubSpot), project management tools (Monday.com), design tools (Canva), and the Microsoft Office Suite to manage workflows, documentation, and client communications.
- Lead and support IoT sensor deployments, which may include hands-on deployment on-site or coordinating with third-party deployment partners for remote deployments.
- Interpret construction drawings, floor plans, and plumbing riser diagrams to inform deployment strategies.
- Assist in creating customer-facing resources (e.g., deployment guides, troubleshooting documentation) and identify additional materials to enhance the customer journey.
- Establish feedback loops with clients and internal teams to improve documentation, processes, and overall customer experience.
- Collaborate with internal teams (Underwriting, Technology, Marketing) to share insights and drive continuous improvement.
- Maintain organized documentation of site visits, deployment plans, and client interactions, including report generation on client needs, action items, and follow-ups.

- Monitor system performance and coordinate solutions to ensure uptime and data quality.
- Travel up to 20% to key markets (e.g., Southern California, New York Tri-State, and Southern Florida) for deployments.
- Stay informed on emerging construction and IoT trends to enhance client success strategies.

#### Preferred Skills:

- Proven customer-facing experience, with strong relationship-building skills and the ability to communicate professionally via email, phone, and video calls.
- Comfort working in high-growth startup environments, demonstrating adaptability, resourcefulness, and a proactive mindset.
- Ability to thrive in a highly dynamic environment, managing shifting priorities, and solving problems independently.
- Technical literacy in a construction-related discipline and ability to interpret floor plans and plumbing riser diagrams.
- Familiarity with IoT systems, sensor deployments, and basic troubleshooting.
- Proficiency with CRM and project management tools (e.g., HubSpot, Monday.com), Microsoft Office Suite, and Canva for documentation and client communication.
- Strong organizational skills, including report generation, tracking action items, and maintaining detailed records.

#### Qualifications:

- Bachelor's degree preferred in Business, Construction Management, or related field.
- 3-5 years of experience in customer success, account management, or client-facing roles within a technology-driven environment.
- Demonstrated ability to manage client relationships and deliver exceptional service throughout the customer life cycle.
- Strong technical aptitude with the ability to interpret construction documents and understand IoT & sensors concepts.
- Excellent written and verbal communication skills, including professional email writing and confident phone presence.
- Proven ability to work independently in a high-growth startup environment, adapt to changing priorities, and solve problems proactively.
- Highly organized, with experience in documentation, report generation, and tracking action items.
- Proficiency with CRM and project management tools (e.g., HubSpot, Monday.com), Microsoft Office Suite, and Canva.

#### Benefits:

- Competitive salary and performance-based incentives.
- Comprehensive health, dental, and vision insurance.
- Retirement savings plan with employer matching.
- Paid time off and holidays.
- Professional development opportunities and tuition reimbursement.
- Dynamic and collaborative work environment.



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**Location:**

This is a remote role.

Applicants must currently live in and be authorized to work in the United States.

**How to Apply:**

Please submit your resume and cover letter detailing your relevant experience, qualifications, why you are interested in this role, and what makes you a good fit to [jenice@insightrisktec.com](mailto:jenice@insightrisktec.com).

**Equal Opportunity Employer:**

Insight Risk is an equal opportunity employer and is committed to diversity and inclusion in the workplace. We encourage applications from all qualified individuals regardless of race, ethnicity, religion, gender, sexual orientation, age, disability, or veteran status.