

Job Title:

Sr. Project and Customer Success Manager

Job Description

Overview

Reporting to the President and COO, the Senior Project & Customer Success Manager leads customer implementations from contract to go-live while owning post-launch customer success and support escalations. This role is both hands-on and people-leading, responsible for scaling repeatable high velocity implementation processes while managing and developing a growing customer success and support function.

This role is critical to supporting a company in hyper growth and begins with one direct report but is designed to grow into a broader leadership position as implementation volume and customer support needs scale.

Key Responsibilities

1. Customer Implementations & Project Delivery

- Lead end-to-end customer implementations from kickoff through go-live
- Own high velocity implementation planning, timelines, milestones, risks, and dependencies
- Serve as the primary customer point of contact during onboarding and launch
- Coordinate cross-functional teams including Product, Engineering, Compliance, and Operations
- Drive consistency and quality through repeatable implementation frameworks and playbooks
- Ensure on-time, on-budget, and high-quality delivery across all assigned projects

2. Customer Success & Support Oversight

- Own customer success outcomes for assigned accounts post-launch
- Oversee customer support ticket intake, prioritization, and escalation management
- Personally handle high-impact or escalated customer issues
- Partner with Product and Engineering to resolve root causes and reduce recurring issues
- Ensure customers achieve expected value, adoption, and satisfaction

3. People Leadership & Team Development

- Manage and mentor one direct report supporting implementations and/or customer support
- Provide clear priorities, coaching, and performance feedback
- Establish best practices for workload management, ticket triage, and customer communication
- Support hiring, onboarding, and training as the team scales
- Foster a customer-first, accountability-driven team culture

4. Process, Scale & Continuous Improvement

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- Design and refine implementation playbooks, onboarding materials, and success metrics
- Define clear roles, responsibilities, and handoffs across implementation and support workflows
- Implement tools and dashboards to track project health and customer support performance
- Use customer data and feedback to inform product improvements and operational efficiency
- Prepare the function for future specialization (e.g., dedicated Implementation vs. Support roles)

Minimum Required Skills and Qualifications

- A minimum of 7+ years of project management, customer support, implementations or professional services experience preferably in the financial services or software industry with increasing demonstrated responsibility and success.
- Prior people management experience, including coaching and performance management
- Proven ability to lead complex, multi-stakeholder customer implementations
- Strong executive-level customer communication and stakeholder management skills
- Experience working cross-functionally with Product, Engineering, and Operations
- Ability to balance hands-on delivery with leadership responsibilities
- Excellent client-facing and internal communication skills, verbal and written
- Solid organizational skills including attention to detail and multi-tasking skills
- Strong working knowledge of Microsoft Office, Jira, and Smartsheet
- Experience with leveraging AI tools to drive automation.

Desired Skills

- Master's degree in Business, Technology, Operations, or a related field
- Experience in B2B SaaS, fintech, payments, digital banking, or regulated environments
- Familiarity with customer support and project management tools (e.g., Jira, Zendesk, Wrike, Asana)
- Experience scaling or formalizing customer success and implementation teams
- PMP, CSM, or similar certification (nice to have)

Success Profile

- A business partner: Focused on partnering with the leadership team to build a great business.
- AI-forward: Inserting intelligence into every customer and operational journey.
- Execution-driven: Able to deliver high quality, on-time, on budget implementations.
- A partner and team player: Working cross-functionally with Product, Delivery, Compliance, Operations, and Finance
- Data driven: Strong analytical and problem-solving capabilities with experience establishing scalable delivery operations and consistently achieving quantifiable KPIs.
- A communicator: Excellent communication and interpersonal abilities.

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- An advocate: A commitment to excellence and a dedication to customer satisfaction.

Benefits

- Competitive salary and bonus structure
- Comprehensive benefits package including health, dental, and 401(k)
- Dynamic work environment with passionate, driven colleagues
- Opportunity to shape the future of digital banking and payments on a global scale.

About Nuuvia

Nuuvia, a Tyfone group subsidiary, is the leading provider of intelligent lifecycle banking solutions for community banks and credit unions. Designed to easily integrate with a financial institution's existing digital banking infrastructure, Nuuvia's platform helps institutions acquire, retain, and more effectively engage account holders across multiple generations with personalized digital experiences as a Nuuvia-branded service, a co-branded service, or under the institution's white-label brand.

Nuuvia's flagship digital youth banking module is live with dozens of community banks and credit unions across the country, enabling them to acquire, grow, and retain youth accounts and deposits, promote financial health, and build long-term loyalty in an increasingly competitive marketplace.

Nuuvia is an equal opportunity employer. We encourage candidates from diverse backgrounds to apply.