

NOW HIRING

# Customer Success Intern (Paid)

## What to expect

Over the course of this 3 month internship you will improve your understanding of the seed stage investment landscape in the UK. We're looking for someone to assist the Customer Success Manager in their day-to-day tasks and responsibilities, including:

- Managing incoming queries and offer technical support to founders by working with other members of the team to resolve issues quickly
- Responding to and documenting customer queries
- Collecting customer feedback through surveys and user interviews and translating them to testimonials or case studies where relevant
- Collaborating with other team members and departments to ensure customer satisfaction
- Generating reports to be delivered to startup founders

## Skills and Experience

We're looking for someone eager to learn more about customer success as a function. The ideal candidate would be someone personable with exceptional communication skills. Experience is not necessary, but definitely a plus!

### You should apply if:

- You are passionate about customer satisfaction
- You are interested in startups, venture funding and making the fundraising process fairer for founders from all backgrounds
- You work efficiently, you are proactive and you are comfortable taking on responsibility
- You are a forward thinker who identifies potential future issues before they materialise
- You are based in and have permission to work in the UK, with the ability to meet twice/week in London
- Above all, you will have the right mindset to get things done on time with a positive attitude

[Employee Package and Benefits →](#)

NOW HIRING

# Customer Success Manager

## Internship Package and Benefits

- Full time internship role
- Possibility of extension
- Attractive cash remuneration
- Hybrid working (to meet twice per week in Holborn, London)
- Opportunity to learn about the world of startups and venture capital
- A collaborative and dynamic team
- An environment that encourages you to pursue personal growth by helping you identify skill sets and knowledge that you'd like to improve during the internship

## How to apply

To apply online, please visit [our work with us page](#) and click the apply now button. During the easy application process, you'll be asked to upload a covering note and your CV.

**We look forward to hearing from you!**

## Working at Capital Pilot

**Capital Pilot's mission is to reduce friction and bias in early-stage investment to make fundraising fairer.**

We provide a signal for funding to great businesses and drive growth for our innovators and our economy. The signal is our Investability Rating which combines data analytics with human assessments of a company's business model and team to provide objective insights into fundraising and scaling potential.

We focus on helping people perform at their best and are happy to be flexible on working practices to promote this. At the moment, we operate a hybrid model with a mixture of working from home and a central London office.

**The Capital Pilot team are highly dedicated and adopt a flat company structure where everyone's input is sought and valued.** We aim to make Capital Pilot an ideal place to work for someone looking to roll up their sleeves, learn and make an impact.

**Our Investability Rating system is designed to ensure that all founders have an equal opportunity to raise funding for their businesses, irrespective of their backgrounds or their networks. This same ethos of objectivity, equality and diversity permeates all aspects of our business, and especially our approach to hiring.**