

NOW HIRING

# Customer Success Manager

Capital Pilot is the Investability Ratings Agency for startups changing early-stage fundraising. For good.

Having recently completed our own seed fundraising, and with our first investment fund launching soon, we are preparing for significant growth in demand and need to add to our existing team of energetic, committed and driven individuals.

Capital Pilot is looking for a Customer Success Manager to help us provide a rewarding, uncomplicated experience to startup founders who apply for an investability rating. This person will act as the first point of contact for founders and ensure we can maintain an exceptional service as we scale. Founder satisfaction is crucial in our mission to reduce friction and bias in early-stage investment and make fundraising fairer.

We have exciting news to announce early in the new year, so we're looking for someone who can start as soon as possible!

## What to expect

**Within three months**, you'll have been involved in every aspect of client operations to develop a comprehensive understanding of how our current processes work. As soon as you're ready, you'll train a new starter and move your attention to how we can improve current processes and design new ones to provide an exceptionally simple yet rewarding customer experience.

**Over the next year**, you can expect to be given responsibility for building and managing a team of people to implement and improve the systems you've designed whilst continually looking into the future to ensure that our processes can scale as fast as demand.

## What will you learn in your first year?

You'll improve your understanding of how customer feedback is translated into product, your ability to manage people in a fast-paced environment, your ability to identify problems before they materialise and gain experience of what it's like to work in a high-growth business.

Roles and Responsibilities →

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## Roles and Responsibilities

- Act as the main point of contact with startups and founders to promote Capital Pilot as a brand and ensure founders have the best experience possible as they go through our assessment process and beyond.
- Manage incoming queries and offer technical support to founders by working with other members of the team to resolve issues quickly.
- Design and implement efficient processes that guide founders through our investability assessment process and monitor their progress in a way that is visible to the wider team.
- Create effective systems for responding to and documenting customer queries.
- Collect customer feedback through surveys and user interviews.
- Communicate customer insights to the rest of the team to inform product design decisions and help Capital Pilot achieve a deeper/more granular/nuanced understanding of its users.
- Identify potential issues or bottlenecks in the current processes that might affect our ability to scale.
- Build and lead a team that provides this exceptional founder experience as Capital Pilot scales.

## Skills and Experience

The successful candidate will be someone with exceptional communication and organisational skills who wants to build upon their experience of delivering a delightful experience to clients in a fast-paced environment.

Above all, you will have the right mindset to get things done on time with a positive attitude.

### 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
- Ideally, you would have experience in a client facing role but please still apply if you can demonstrate excellent communication and organizational skills

**Employee Package and Benefits →**

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## Employee Package and Benefits

- Competitive salary in line with experience and potential
- Opportunity for equity participation
- Flexible working
- 28 day holiday allowance

## How to apply

To apply online, please visit [capitalpilot.com/now-hiring](https://capitalpilot.com/now-hiring) 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.