

# Customer Success Manager

## (CSM)

**Location:** Chicago, USA

**Type:** Full-Time, Permanent

**Hybrid Schedule:** 2 days onsite / 3 days remote

**Reports To:** VP, Customer Success & Partnerships

### About Lunio

Lunio is a fast-growing SaaS company on a mission to help performance marketers eliminate ad fraud and maximize return on ad spend. With a collaborative, high-performing team across the UK and US, we empower marketers to do more with every dollar. As we expand our presence in the US, we're looking for an experienced Customer Success Manager who can thrive in a fast-paced, data-driven environment.

### The Opportunity

We're looking for an experienced and commercially savvy Customer Success Manager (CSM) to join our US team. In this role, you'll own a portfolio of customers and guide them through the entire customer lifecycle, from onboarding and adoption to value realization, growth, and retention. You'll be instrumental in ensuring customers achieve their desired outcomes while championing their voice across our internal teams. This is a high-impact, customer-facing role ideal for someone with a background in paid media, digital marketing, or MarTech, who's ready to build long-term, strategic partnerships with customers while driving recurring revenue growth.

The role will report to the VP, Customer Success & Partnerships who is focused on building successful relationships with Lunio customers.

### You'll be focused on the following metrics:

- Customer Health Score
- Gross & Net retention rate
- Usage and adoption of Lunio within your customer portfolio

## Key Responsibilities

### Own a Book of Business

Manage a portfolio of strategic **enterprise accounts (\$60k–\$1M ACV)**, acting as the primary point of contact and trusted advisor throughout the customer journey.

### Drive Value Realization

Help customers define success, implement best practices, and adopt the Lunio platform to meet their business goals.

### Collaborate Cross-Functionally

Work closely with Sales, Product, Marketing, and Engineering to deliver seamless onboarding, support product feedback loops, and identify growth opportunities.

### Manage Renewals & Expansion

Forecast renewal health, proactively mitigate churn risks, and identify upsell/cross-sell opportunities to support revenue growth.

### Advocate for Customers

Voice customer needs and insights internally, helping prioritize product roadmap features and support improvements.

### Leverage Data to Tell the Story

Monitor adoption, engagement, and success metrics like NRR, CSAT, usage, and Customer Health Scores—translating insights into action plans.

### Educate & Enable

Deliver tailored enablement sessions, marketing performance insights, and strategic business reviews (QBRs/EBRs) to drive ROI for each customer.

## What You Bring

- 5–8 years' experience in Customer Success, Account Management, or Digital Marketing (Paid Media experience strongly preferred)
- Strong understanding of performance media buying platforms (e.g., Google Ads, PMAX, LinkedIn, TikTok, Meta, etc) and attribution / optimization tactics used across these platforms
- Experience navigating marketing analytics, attribution models, and ROI analysis
- Proven ability to work with senior stakeholders—translating complex strategies into measurable outcomes
- Strong commercial acumen with a knack for identifying growth opportunities within existing accounts
- Analytical mindset with comfort in data dashboards and storytelling through metrics
- A proactive, curious, and customer-first approach to solving problems

## Bonus Points If You Have

- Experience working in or with media agencies
- Previous involvement in renewal forecasting, contract negotiation, or revenue expansion
- Familiarity with CS tools like PlanHat, HubSpot, or Salesforce



## Why You'll Love It Here

-  Competitive base salary + performance incentives
-  Collaborate with smart, passionate teammates across the US and UK
-  Be part of a high-growth SaaS company with a culture rooted in innovation and inclusivity
-  Have real impact on customer outcomes, retention, and product evolution

## Package

At Lunio, we believe high performance is sustained by high well-being. Our U.S. policies are designed to match the care and flexibility we extend to our UK team while remaining regionally competitive and compliant, including a full suite of benefits designed to support your health, growth, and work-life balance.

- **Medical, Dental, and Vision Insurance:** Comprehensive coverage to support your physical and mental health — because feeling your best means performing your best.
- **401(k) Retirement Plan:** Plan for the future with confidence. Our 401(k) program helps you build long-term financial security, with options to contribute pre-tax and/or Roth, and employer matching to boost your savings.
- **Paid Time Off (PTO):** Earned time off, as well as paid company holidays
- **Sick Leave:** Separate from PTO to ensure you can take care of your health
- **Parental Leave:** Paid leave for new parents (birth, adoption, or foster placement)
- **Remote Work Flexibility:** Hybrid work environment with flexibility
- **Professional Development:** Options for coaching, online courses and education reimbursements

## Salary

- Base Salary: \$80,000 – \$120,000 (location & experience dependent)
- OTE: Base Salary + 25% bonus based on GRR and NRR metric achievement.

# Let's build something impactful together.

Apply now to join Lunio as we help marketers do more with every dollar.

[recruitment@lunio.ai](mailto:recruitment@lunio.ai)