



Director of Customer Success

FieldFlō | Full-time | Denver, CO preferred (Hybrid)

About FieldFlō

FieldFlō is the management platform purpose-built for specialty subcontractors in construction and field services. We help contractors streamline operations, strengthen safety and compliance, and gain real-time project visibility—so they can deliver exceptional work with less friction. Our customers are the heartbeat of everything we do, and we're scaling fast.

We're looking for a Director of Customer Success to lead a high-performing, customer-obsessed CS organization that drives adoption, retention, and expansion.

The Role

As Director of Customer Success, you will own the strategy and execution of FieldFlō's post-sales customer lifecycle. You'll lead a growing team of CSMs across onboarding and ongoing success, build scalable systems, and partner cross-functionally to deliver meaningful customer outcomes. This role is ideal for a SaaS CS leader who thrives in a fast-moving environment and loves building teams and programs that scale.

What You'll Do

Strategic Alignment & Customer Outcomes

- Develop and execute a Customer Success strategy aligned to company goals, with clear focus on adoption, retention, and expansion.
- Translate FieldFlō's value into repeatable success plans across customer segments.
- Identify, design, and launch CS programs and initiatives that increase product adoption, reduce churn, and improve retention at scale.
- Continuously evolve the customer journey to match product and market growth.

Operational Excellence & Scalable Systems

- Build and refine a consistent KPI/OKR system to enable data-driven decisions and team accountability.
- Oversee performance metrics, team KPIs, and customer health reporting to identify trends and drive action.
- Monitor customer health indicators, identify risks/opportunities early, and lead proactive interventions.
- Build early-warning churn reduction systems using customer health, usage, and engagement signals—paired with proactive internal and customer communication plans.



- Standardize and continuously improve onboarding and implementation processes across customer segments to shorten time-to-value and increase adoption.
- Implement and optimize CS tools/platforms to streamline workflows and improve CSM efficiency.
- Develop repeatable playbooks, processes, and frameworks for scalability as FieldFlō continues to grow.

Team Leadership & Development

- Lead, coach, and grow a team of 5–10+ CSMs across onboarding and customer success.
- Develop a new customer success function that works alongside onboarding and support.
- Build a culture of ownership, curiosity, proactive problem-solving, and deep customer empathy.
- Support hiring, onboarding, training, and career development for CS talent.
- Establish clear goals, processes, and accountability across the CS organization.

Cross-Functional Collaboration

- Partner closely with Sales, Marketing, Product, Development, and Leadership to:
 - Ensure seamless onboarding handoffs
 - Improve product adoption and customer outcomes
 - Increase customer visibility across the org
- Represent customer themes and priorities in internal planning and roadmap conversations.

Customer Engagement & Advocacy

- Build executive relationships with key accounts and serve as a strategic partner to customer leaders.
- Act as the escalation leader for complex customer issues, guiding both strategy and hands-on resolution to ensure fast, high-quality outcomes. Create structured feedback loops that gather and synthesize customer insights.
- Champion customers internally and influence product/service improvements based on real-world trade contractor needs.

Business Impact

- Own retention and expansion outcomes across FieldFlō's customer base. Drive best-in-class net retention and usage metrics across segments.
- Forecast churn/expansion risks clearly and collaborate with leadership on mitigation plans.
- Drive expansion across a multi-million-dollar book of business through value delivery and adoption.



Skills You'll Need to Bring

- 5+ years of experience leading Customer Success or GTM functions in a fast-growing SaaS environment with post-sales ownership. Proven success scaling CS programs and teams quickly and effectively.
- Experience with adapting and managing multiple customer segments and navigating cross-functional stakeholder environments
- A track record as a powerhouse people leader who attracts, inspires, develops, and retains top talent.
- You're a standout people leader with proven experience coaching, developing, and leveling up high-performing teams.
- Deep customer-centric instincts and passion for understanding customer organizations, priorities, and value drivers.
- Highly data-driven: able to define the right success metrics, track performance, and drive improvements with clarity.
- Operational rigor and systems thinking across the full customer lifecycle.
- Growth mindset and adaptability: you learn fast, iterate often, and stay calm amid change.
- Strong executive presence and communication skills, both internal and customer-facing.
- Commitment to maximizing adoption and usage to drive retention and expansion.

Nice to Have

- SaaS experience in construction or field services.
- Familiarity with customer success platforms and tools (e.g., Intercom, HubSpot, Gainsight, Loom, Pendo, etc.) and a track record of using them to streamline workflows and improve customer outcomes.
- Background in change management or process optimization.

What Success Looks Like (First 6–12 Months)

- A clear CS strategy and operating cadence tied to company OKRs.
- A confident, aligned CSM team with consistent success playbooks.
- Improved onboarding time-to-value and customer health visibility.
- Earlier risk detection and measurable churn reduction.
- Measurable lift in adoption, retention, and expansion.
- Strong cross-functional rhythms and trusted leadership presence.



Why You'll Love Working at FieldFlō

- We're solving real problems for real people in construction.
- Join a high-growth company with the chance to shape CS from the inside out.
- We move quickly, give team members ownership, and celebrate wins together.
- Our culture is collaborative, supportive, and transparent.

What We Offer

- Competitive compensation aligned with U.S. market expectations;
- Option to enroll in health/dental/vision insurance;
- Monthly internet/cell-phone stipend;
- Paid U.S. holidays and PTO
- A collaborative, mission-driven culture focused on solving real-world problems;
- Salary range for this role is \$150-\$185K OTE dependent on experience.

How to apply: Please apply only if you have CS leadership experience. Send resume and cover letter to recruiting@fieldflo.com as we will not be reviewing submissions via LinkedIn.