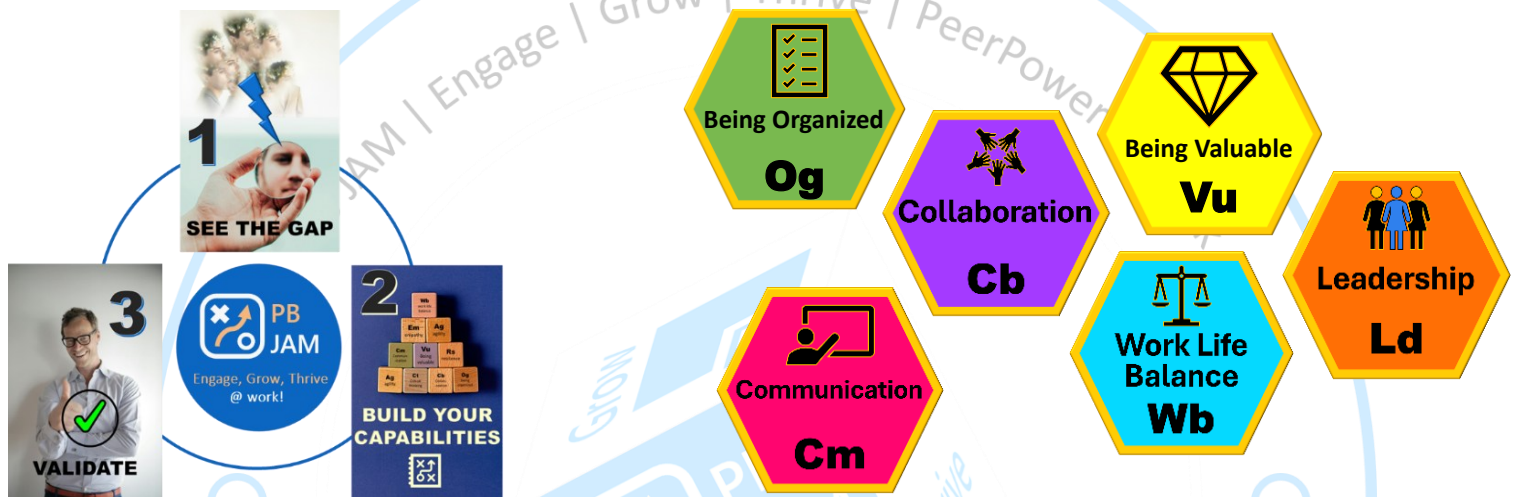




PB JAM Customer Success Manager Engagement Description

What is PB JAM?



PB JAM is a science-based professional development platform built around a simple but powerful idea: the fastest way to grow professionally is to see yourself clearly, build the right capabilities deliberately, and have the people around you confirm that the change is real.

We call this **See • Build • Validate** – and it is the methodology behind everything we do. Through our **Six PB JAM Facets©** (Communication, Collaboration, Leadership, Being Organized, Work-Life Balance, and Being Valuable), participants identify the precise gaps holding them back – not their assumptions about those gaps. A three-point diagnostic triangulates perceived skill, behavioral frequency, and stakeholder perception. Larger variation across the three signals a higher probability of a blind spot, and that is exactly where development begins.

What makes PB JAM different? Most professional development either individualizes without scaling (executive coaching) or scales without individualizing (generic training). PB JAM does both – through small, curated peer groups of professionals from different companies, industries, and cultures, guided by an experienced facilitator through structured 12-week cohorts. The diversity of perspectives is the mechanism. Each peer sees your challenge through a lens you simply don't have.





The outcomes are verified – not self-reported. Over **300 professionals across 4 continents** have been through the PB JAM journey, with an **80%+ stakeholder-validated success rate**.

Why join PB JAM?

PB JAM is at an exciting stage. The methodology is proven, the outcomes are real, and we are now building the team and infrastructure to bring this to many more professionals and organizations around the world. Joining PB JAM now means you are part of that growth story – not just filling a role, but helping shape what this platform becomes.

We hire for shared values above all else. Our ten values – **Curiosity, Authenticity, Grit, Humility, Empathy, Respect, Inclusiveness, Transparency, Trust, and Doing Good** – are not just words on a page. They are the daily operating system of everyone on our team. We encourage you to read about them before we talk, and to come to the conversation ready to share which value resonated most with you – and why. That conversation tells us more than any resume.

Explore our values at pbjamplatform.com/pb-jam-values.

Role of PB JAM Customer Success Manager (CSM)

The CSM leads and elevates the entire customer success function at PB JAM. Where our Customer Success Representatives manage the day-to-day relationship with individual customers and participants, the CSM ensures that the practice as a whole is coherent, scalable, and continuously getting better. You are a strategic partner to PB JAM leadership — translating what customers tell us into improvements that make PB JAM more effective for everyone.

- Overall health and retention of the PB JAM customer portfolio
- Development, documentation, and continuous improvement of the customer success playbook
- Hiring, onboarding, and mentoring of Customer Success Representatives
- Regular review of CSR performance and coaching for their growth
- Strategic engagement with senior sponsors and HR leaders at account renewal and expansion stages
- Synthesizing customer feedback into clear, actionable recommendations for PB JAM leadership
- Cross-functional collaboration with the CFF, Psychometrist, and Sales Partners to align on participant outcomes and customer satisfaction
- Ownership of customer engagement materials and the bi-annual customer engagement plan





Key characteristics of our CSM

- Graduate or post-graduate degree in any discipline — business, psychology, organizational behavior, or communications preferred
- 8+ years of B2B customer success, account management, or client services experience, with at least 2 years in a team lead or management role
- Demonstrated success growing and retaining a portfolio of enterprise or mid-market accounts
- Skilled at building executive-level relationships — with credibility, empathy, and strategic clarity
- Comfortable reading engagement metrics, satisfaction scores, and program outcome data to inform decisions
- Experience with CRM platforms — Salesforce, HubSpot, Zoho, or similar
- An exceptional listener and communicator who can make the complex feel approachable
- Driven by purpose as much as performance — genuinely invested in participant and customer outcomes

Time commitment

We allow our CSMs to choose their own time commitment per week — which days, and how many hours — but we do need them to be available to complete assigned tasks on time. Life happens, and we understand that. Active, clear communication is a necessity at PB JAM.

A typical week involves strategic check-ins with CSRs, portfolio health reviews, occasional senior-level customer meetings, and collaboration with PB JAM leadership on the customer success roadmap. A brief weekly update to management keeps everyone aligned on highlights, risks, and the week ahead.

We highly encourage CSMs to write blog posts on the PB JAM platform and engage in the facilitator community. The closer you are to what participants actually experience, the stronger your customer conversations will be.

Current openings

We do not have an open position for this role right now – but we are always scanning for the right people. If you are passionate about people and aligned with the PB JAM values and mission, we want to hear from you. The right fit matters more to us than the right timing.

Compensation

Our goal is to bring a smile to your face and your wallet as the PB JAM CSM! We offer competitive hourly rates even for short-term engagements. Our compensation typically has a strong bonus component driven by the stakeholder feedback and peer group vitality scores. Interested? Contact us! [Schedule a call with us to explore a mutual fit!](#) We look forward to getting to know YOU! Let's nurture better workplaces together.

