



Job Title

Director of Customer Success (Remote - United States)

Reports to

Senior Vice President, Emerging Business

Who We Are

SeaCube is a global leader in the intermodal transportation industry, providing companies with best-in-class equipment solutions, technology and customer support to move the world's cargo. We acquire, own, manage and lease containers, primarily on long-term contracts with the world's largest shipping lines. Today, SeaCube is looking well beyond the horizon, building on our strong foundation to deliver new and innovative container and leasing solutions that solve longstanding transportation challenges to help our customers increase efficiencies and gain a competitive advantage.

Functional Summary

The Director of Customer Success role is a dynamic and results-oriented leader of all post-sale customer onboarding and service activities, who will ensure a world-class customer experience throughout the entire customer lifecycle. This executive-level role owns the complete Order-to-Cash (O2C) process, serving as the bridge between Sales, Operations, Transportation, Finance, and the Customer.

The Director of Customer Success is responsible for ensuring flawless execution from contract handoff through equipment delivery, rental management, service support, off-rent coordination, billing accuracy, collections support, and customer retention. This leader will oversee national transportation and operational execution through direct management of the Transportation Manager and Operations Manager while driving customer satisfaction, revenue retention, profitability, and operational excellence.

The ideal candidate combines strategic account management expertise with operational leadership experience and a customer-first mindset. They must be capable of managing large enterprise customers while building scalable processes that support SeaCube's continued growth.

Responsibilities

- Own the customer relationship following contract execution and serve as the executive sponsor for key accounts.
- Develop and execute customer success strategies focused on customer satisfaction, retention, growth, and profitability.
- Establish a proactive communication model that ensures customers receive exceptional service throughout the rental lifecycle.
- Lead customer business reviews, service reviews, and executive-level account meetings.
- Manage escalated customer issues and lead cross-functional resolution efforts.
- Develop long-term customer partnerships that drive renewals, referrals, and expansion opportunities.

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Order-to-Cash Ownership

- Own and optimize the complete Order-to-Cash process from sales handoff through final invoicing and collection.
- Ensure smooth transitions from Sales to Customer Success and Operations.
- Oversee order entry, customer onboarding, asset allocation, deployment planning, and delivery execution.
- Monitor contract compliance, pricing accuracy, invoicing quality, and billing timeliness.
- Partner with Finance to ensure accurate revenue recognition, invoice processing, collections support, and dispute resolution.
- Establish service level agreements and performance metrics across all customer-facing processes.
- Continuously improve workflows to increase efficiency, accuracy, and customer satisfaction.

Account Management & Revenue Retention

- Lead strategic account management activities for enterprise customers across grocery, food manufacturing, pharmaceutical, distribution, and retail sectors.
- Develop account plans focused on retention, growth, and profitability.
- Identify opportunities for upselling, cross-selling, and expansion of SeaCube services.
- Monitor customer utilization, service trends, renewal opportunities, and satisfaction metrics.
- Collaborate with Commercial and Sales teams on expansion opportunities and national account initiatives.
- Maintain executive relationships with customer decision makers.

Operational Leadership

- Direct the Operations Manager to ensure successful execution of all customer requirements.
- Oversee equipment deployment, inventory availability, maintenance coordination, and service execution.
- Ensure operational processes are scalable, efficient, and aligned with customer expectations.
- Monitor operational KPIs including asset utilization, on-time delivery, service quality, and turnaround times.
- Drive operational excellence initiatives that improve service levels while reducing cost.

Transportation Leadership=

- Lead the Transportation Manager in coordinating all transportation and logistics activities.
- Ensure efficient routing, scheduling, carrier selection, and delivery performance.
- Oversee relationships with transportation providers and logistics partners.
- Establish transportation KPIs including on-time pickup, on-time delivery, cost per move, and carrier performance.
- Drive continuous improvement initiatives that optimize transportation costs and customer service levels.

Financial Performance & Profitability

- Own customer profitability and revenue retention objectives.
- Review customer-level P&L performance and identify opportunities for margin improvement.
- Partner with Finance to manage invoicing accuracy, collections support, dispute resolution, and cash flow performance.
- Monitor operational and transportation costs to ensure financial targets are achieved.
- Participate in annual budgeting, forecasting, and strategic planning activities.

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Process Improvement & Systems Management

- Develop and implement standard operating procedures for all customer success activities.
- Drive data integrity across CRM, operational, transportation, and financial systems.
- Establish reporting and dashboards to monitor customer performance and operational effectiveness.
- Lead continuous improvement initiatives focused on automation, scalability, and service quality.
- Partner with technology and business teams to improve customer-facing processes and tools.

Leadership & Team Development

- Recruit, develop, mentor, and lead high-performing customer success, operations, and logistics teams.
- Establish clear objectives, accountability measures, and performance expectations.
- Foster a culture centered on customer success, collaboration, ownership, and continuous improvement.
- Provide coaching and professional development opportunities for direct reports.
- Support succession planning and organizational growth initiatives.

Key Performance Indicators (KPIs)

- Customer Retention Rate
- Net Revenue Retention
- Customer Satisfaction (CSAT)
- On-Time Delivery Performance
- Order Accuracy
- Invoice Accuracy
- Billing Cycle Time
- Days Sales Outstanding (DSO)
- Asset Utilization
- Transportation Cost per Move
- Gross Margin by Account
- Service Issue Resolution Time
- Customer Expansion Revenue

Knowledge, Skills and Abilities

- Executive-level customer relationship management.
- Strategic account planning and customer retention expertise.
- Strong operational and transportation management knowledge.
- Process improvement and continuous improvement leadership.
- Excellent negotiation, communication, and stakeholder management skills.
- Analytical and data-driven decision-making capabilities.
- Experience with CRM, ERP, transportation management, and customer service platforms.

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Education and Minimum Qualifications

- Bachelor's degree in Business, Supply Chain Management, Logistics, Operations, Finance, or a related field preferred.
- MBA or advanced business education is a plus.
- 10+ years of progressive leadership experience in customer success, account management, logistics, supply chain, equipment rental, transportation, cold chain, or related industries.
- Proven experience managing large enterprise customer relationships.
- Demonstrated success leading cross-functional order-to-cash processes.
- Experience managing transportation, logistics, operational, and customer service teams.
- Strong financial acumen including budgeting, forecasting, P&L management, and profitability analysis.

Success Profile

The successful Director of Customer Success will be a highly accountable leader who thinks like an owner, relentlessly advocates for the customer, and drives operational excellence across the organization. This individual will ensure that every order is executed flawlessly, every customer interaction strengthens the relationship, and every account achieves maximum long-term value for both SeaCube Cold Solutions and its customers.

This role serves as the central leader responsible for delivering a seamless, profitable, and scalable customer experience from order placement through cash collection and renewal.

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