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Team Lead - Customer Success (B2B)

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Company: Volt Lines

Location: İstanbul

Category: other-general

About Us

Volt Lines is a technology-powered mobility platform aiming to solve urban mobility problems. We view empty seats in traffic as both the cause of the problem and its solution. There are more than 50,000 buses in Istanbul operating at 9% efficiency and we want to solve this problem. Making shuttle buses smarter, more efficient, and dynamic, we create an alternative transportation network that can replace even car ownership. Companies and other institutions can benefit from the Volt Lines transportation network for the daily commute needs of their staff.

About Role

We are looking for an enthusiastic **Customer Success Team Lead** to help us create an impact by seamlessly integrating sustainability into the future of transportation.

As the **Team Lead for Customer Success**, you will be responsible for overseeing a team of Customer Success Specialists and driving excellence. You will work closely with our corporate customers, understanding their transportation needs, and implementing strategies to enhance their experience.

Responsibilities

- Lead and manage a team of Customer Success Managers, providing guidance, support, and mentorship to ensure exceptional customer service delivery

- Develop and implement strategies to drive customer satisfaction and retention, focusing

on maintaining long-term relationships with corporate clients

Collaborate with Sales and Marketing teams to identify growth opportunities and expand customer base

Engage with corporate customers to understand their transportation needs and provide tailored solutions

Monitor customer usage and satisfaction metrics, proactively identifying and addressing any issues or concerns

Serve as the main point of escalation for customer challenges, ensuring timely resolution and effective communication

Analyze feedback and data from customers to inform product and service improvements

Requirements

Minimum of 7 years of experience in customer success management, preferably in a B2B setting

Proven track record of managing and leading a team to deliver exceptional customer service

Strong interpersonal skills, with the ability to build and maintain relationships with corporate customers

Excellent problem-solving and conflict-resolution abilities

Analytical mindset, with the ability to use data to drive decision-making and improve processes

Proactive and self-motivated with the ability to work independently and as part of a team

Strong verbal (speaking, listening, interpretation) and written communication skills in both Turkish and English

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