

Blue Voice

Customer Success Manager

Job Description



Company Overview:

[Blue Voice](#) is an innovative seed-stage startup in the AI and public safety space. Blue Voice is a venture-capital backed software platform designed by police leaders, machine learning technologists, Harvard and Wharton MBAs, and veterans. First responders speak or type questions and our app presents the best available answers from department-approved documents. Our mission is to ensure officers on the street have swift and reliable access to vital information to make informed decisions on law, policy, first aid, community resources, and more. We developed Blue Voice to help reduce mistakes, save time, improve community interactions, and foster a culture of continual learning. We are backed by [Signalfire](#) and [LOVC](#).

Position:

As the first Customer Success Manager at Blue Voice, you will report to the CEO and CTO and play a pivotal role in ensuring our customers—primarily law enforcement and first responder departments—maximize the value of our platform. You will act as a trusted advisor and advocate, bridging the gap between users and our internal teams to foster strong relationships, drive adoption, and deliver exceptional experiences that align with our mission.

Location:

Massachusetts (Boston Area)

Key Responsibilities:

- User Engagement & Adoption: Monitor user engagement and department health metrics, building tailored initiatives to boost adoption and retention.
- Relationship Building: Build strong relationships with department administrators and users, ensuring they feel supported and confident in using the platform effectively.
- Issue Resolution: Identify and address issues, such as broken workflows or user challenges, by coordinating with internal teams to resolve them promptly.
- Communication: Create and share regular updates, feature announcements, and instructional materials to keep users informed and engaged.
- Feedback Collection: Gather feedback from administrators and officers through calls, surveys, and focus groups, using insights to guide product improvements and ensure department success.
- You will create and track all metrics and specifically SaaS metrics. At a minimum, daily active users, monthly active users, number of agencies, department demographics, (Size, Location, etc), Expansion MRR/ARR, customer churn MRR/ARR, and in the future NPS or customer engagement scores,

Basic Qualifications:

- Bachelor's degree or equivalent work experience in customer success, account management, or related fields.
- 3+ years of experience in customer success, support, or related roles, ideally in SaaS or GovTech environments.

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- Strong project management skills with the ability to juggle multiple tasks and competing priorities.
- Excellent written and verbal communication skills, with the ability to engage effectively with diverse audiences.
- Able to quantitatively analyze user data and customer trends and draw insightful conclusions and translate them into actionable engagement plans.
- Familiarity with tools like Amplitude, Slack, Wix, and Loom, or demonstrated ability to learn new tools quickly.
- Open to travel and meeting customers in person to foster strong relationships and conduct success functions.

Preferred Qualifications:

- Previous experience in management consulting, GovTech, or related industries.
- Experience working in early-stage startups and thriving in a fast-paced, dynamic environment.
- Strong understanding of customer success best practices, including onboarding, retention, and engagement strategies.
- Experience coordinating with engineering and product teams for feature tracking and implementation.
- Familiarity with email marketing tools and crafting clear, engaging user communications.

Personality Traits:

- Proactive Problem Solver: Excels in navigating uncertainty and taking initiative to identify and solve problems without needing precise instructions.
- Empathetic Connector: Strong personal connection to law enforcement, whether through family, friends, or lived experiences, fostering a deep understanding of the challenges faced by officers and departments.
- Customer-Centric: Passionate about helping customers succeed, with a solution-oriented mindset.
- Detail-Oriented: Organized and meticulous, with a knack for identifying gaps and creating actionable solutions.
- Adaptable: Agile and comfortable working in a fast-changing environment with evolving priorities.

Benefits:

- Total competitive cash compensation between \$110,000 and \$160,000.
- Potential for equity offering.
- Opportunities for leadership and career growth in a fast-growing startup.
- Flexible working hours, remote work, and opportunity for travel.
- Comprehensive health and wellness benefits.

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For more information or to apply, please send your resume and any relevant portfolio or project links to amit@bluevoice.io.

Blue Voice is an equal opportunity employer. We are committed to building a diverse and inclusive team and encourage applications from candidates of all backgrounds and experiences.