

NOW HIRING

Customer Success Manager

LOCATION

Washington, DC or NYC · Remote considered

REPORTS TO

Director, Marketing & Communications

EMPLOYMENT TYPE

Full-Time

COMPENSATION

\$75,000 – \$90,000

WORK AUTHORIZATION

Must be authorized to work in the U.S.

About AL-MONITOR

AL-MONITOR (AL-MONITOR.com) is an award-winning media service founded in 2012 by entrepreneur and philanthropist Jamal Daniel. Its mission is to foster a deeper understanding of the Middle East through world-class reporting and analysis from and about the region. In just its second year, AL-MONITOR received the prestigious International Press Institute's Free Media Pioneer Award, becoming the only American media outlet exclusively covering the Middle East to earn this distinction.

AL-MONITOR is widely read by U.S., international, and Middle East decision-makers at the highest levels, as well as by media, thought leaders, experts, and students. Its audience includes institutions such as the White House, Harvard University, NATO, the World Bank, and foreign and defense ministries around the world. With a multilingual platform that includes Mandarin Chinese, AL-MONITOR reaches a global audience seeking trusted, in-depth coverage of the region.

The Role

As a Customer Success Manager on our Business team, you'll work with our customers to build positive relationships, drive subscriptions and adoption of our products and solutions, and ultimately ensure they realize value from their investment. You can expect to work closely with Sales, Accounting, Marketing, Product, and Editorial to develop new value propositions, build awareness, and reveal new growth opportunities.

This role is the operational heart of how subscribers experience AL-MONITOR every day, and the central engine behind the communications that drive conversion and lifetime value. It's made for someone who is deeply focused on conversion, support, and understanding the user base, and uses that focus to make AL-MONITOR's subscriber communications excellent across the board. The Customer Success Manager understands the full marketing and pricing strategy and brings that context into every subscriber touchpoint.

What You'll Do

- Own the subscription support inbox as the primary point of contact for every subscriber email, answering questions, resolving issues, processing refunds, and handling complaints with care

- Run ChargeBee day-to-day: subscription creation, plan changes, invoice generation, refunds, dunning, and group subscription onboarding
- Build, QA, send, and refine subscriber lifecycle email programs (onboarding, engagement, retention, and win-back) under the Director, Marketing & Communications' strategic direction
- Execute every event and webinar email send in coordination with the Director on strategy and the Events and Social team on timing
- Manage HubSpot day-to-day operations: lists, workflows, segmentation execution, and campaign administration
- Maintain subscriber data integrity across HubSpot and ChargeBee by keeping lists current, segments applied, and integrity issues flagged and resolved before they affect marketing programs
- Triage inbound communications: handle account and billing issues directly; route sales-track inquiries to the BD Consultant, Sales & Partnerships; escalate technical issues with clear reproduction steps to the Frontend Engineer / Product Lead
- Partner with the Accounting Manager & HR Operations on monthly billing reconciliation and the financial accounting impact of subscription changes
- Execute subscriber communications for product changes (Apple Pay rollout, paywall updates, pricing changes) as initiatives launch
- Translate front-line subscriber knowledge into insights, including feedback themes, churn signals, and common subscriber questions worth addressing in product, pricing, or marketing strategy
- Be the voice of the subscriber internally, bringing real subscriber context into how Marketing and Product think about the customer base

What You Need to Succeed

- 3–5 years of experience in customer success, subscription support, billing operations, customer service operations, or membership operations
- A self-starter mindset: naturally curious, takes initiative without being asked, and able to manage a queue, prioritize, and operate independently
- Hands-on experience with a subscription billing platform (ChargeBee, Recurly, Stripe Billing, or similar), comfortable with subscription creation, plan modifications, billing adjustments, and invoice management
- Hands-on experience with a CRM platform (HubSpot, Salesforce, Iterable, Klaviyo, or similar), comfortable with list management, workflows, and campaign administration
- Strong analytical and numerical instincts, comfortable in spreadsheets and able to read a churn report or billing reconciliation and understand what it's telling you
- Understanding of subscription business models (recurring revenue, MRR, churn, LTV), or strong willingness to learn quickly
- Excellent written communication that is clear, professional, and on-brand
- Self-direction; able to manage a queue, prioritize, and operate independently
- Authorization to work in the United States

Nice to Have

- Experience at a subscription media company, membership organization, or D2C subscription business
- Interest in policy, foreign affairs, or journalism
- Light technical fluency, comfortable troubleshooting basics and writing clear engineering escalation tickets
- Career interest in subscription marketing, customer success, or revenue operations leadership

What We Can Offer You

Join AL-MONITOR for meaningful work on a respected, award-winning publication. This role can be based in our Washington, DC or New York City office, or remotely for the right candidate. We offer competitive compensation and a benefits package designed to support you and your family. Enjoy comprehensive medical, dental, and vision coverage (dental and vision fully employer-paid), with HSA savings available. Prioritize your well-being with generous paid time off that grows with tenure, and 11 paid holidays. Build financial security with fully-paid life insurance and short-term disability.

How to Apply

Email your resume and a brief cover note (why this role, why AL-MONITOR) to jobs@al-monitor.com with "Customer Success Manager" in the subject line. Applications are reviewed on a rolling basis until the role is filled. We read every application and will reach out if there is a strong fit.

Additional Information

AL-MONITOR is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, pregnancy, age, national origin, disability, sexual orientation, gender identity or expression, marital status, genetic information, protected Veteran status, or other factors protected by law.