

Customer Success Manager

March 2026

About ScootHero

ScootHero is an emerging South-African e-mobility company on a mission to bring electric mobility to Southern Africa, two wheels at a time. It offers fleet managers a complete electric-mobility solution, from sourcing electric scooters to on-the-road services, carbon-credit audits and maintenance. ScootHero's smart electric scooter is designed specifically for the last-mile delivery market, and the company is building a universal battery-swap network to extend travel distances across South Africa. Through bespoke financing, reliable technology, end-to-end administration and on-the-road care, ScootHero aims to help fleet owners and delivery drivers reduce costs, improve reliability and cut carbon emissions.

Role Overview

The Customer Success Manager (CSM) owns the post-sales journey for ScootHero customers. Once a pilot is booked and the opportunity is won, you ensure a smooth pilot rollout, prove the business case and convert the pilot into a long-term contract. Your north-star metric is to convert pilots into paying customers at an ~80 % rate and drive expansion across fleets and geographies.

Grounded in the MEDDIC framework, you will set success metrics, manage deployment, analyse data, cultivate champions and secure renewals. This is a high-ownership role that sits between sales, operations and marketing and is critical to our commercial flywheel.

Position Details

- **Location:** Cape Town or Johannesburg, South Africa (remote/hybrid options available)
- **Reporting:** Reports to the CEO
- **Start date:** 1 May 2026 or sooner
- **Compensation:** Market-related base salary with performance-based bonus tied to pilot-to-customer conversion, renewals and expansions
- **Hours:** Full-time, subject to a 6-month probationary period

Key Responsibilities

Pilot Onboarding & Management

- **Manage pilot deployment.** Coordinate with operations to deliver scooters, swap stations and batteries, and ensure minimum deployment criteria (e.g., six vehicles per swap station). Prepare deployment plans, map proximity to other clients and schedule driver training.

- **Set and track success metrics.** Establish key performance indicators as part of the Memorandum of Understanding (MOU); measure actuals using telematics, driver earnings and performance data; and tie results back to agreed OKRs.
- **Onboard and educate.** Produce and deliver onboarding guides and webinars; train fleet managers, ops staff and drivers on ScootHero's scooters, swap-station network and carbon-credit offerings; act as a trusted advisor on EV technology and sustainability.
- **Maintain CRM hygiene.** Capture pilot milestones, meeting notes and next steps in Odo; ensure all contacts and accounts are up to date; and set follow-up tasks so nothing falls through the cracks.

ROI Measurement & Renewal

- **Prove the business case.** Analyse pilot data to build a Pilot Results Deck showing cost savings (fuel, maintenance), productivity gains and environmental benefits. Validate metrics, decision process, and economic buyer per the MEDDIC model.
- **Secure renewals and expansions.** Confirm renewal budget and timeline with economic buyers; prepare proposals and contract amendments; negotiate pricing and terms; and convert the pilot into a larger order and full deployment.
- **Drive upsell/cross-sell.** Identify opportunities to add scooters, maintenance packages, financing plans or carbon-credit services; work with operations to ensure capacity; and present ROI-driven expansion recommendations.

Relationship Management & Advocacy

- **Be the primary point of contact.** Serve as the customer's advocate throughout the pilot and beyond, responding to questions, troubleshooting issues and ensuring a positive experience.
- **Cultivate champions and case studies.** Build relationships with decision makers, economic buyers and end-users; secure their approval to serve as references; and work with marketing to produce published case studies and obtain referrals.
- **Gather feedback and surface pains.** Conduct regular check-ins and business reviews; capture new pains or feature requests; and work with product and engineering teams to inform the roadmap.

Expansion & Deployment

- **Coordinate full deployment.** Once renewals are secured, process larger orders, oversee contract execution and manage the roll-out across additional geographies.
- **Ensure operational readiness.** Work with the operations team to deploy swap stations and battery banks, train drivers and set up small pilot environments for client access.
- **Monitor adoption and health.** Track usage and satisfaction metrics across the fleet; proactively address adoption barriers; and flag renewal risks.

Continuous Improvement

- **Refine playbooks and collateral.** Provide feedback on onboarding materials, ROI calculators and success plans; help develop pilot success templates, case study formats and referral programmes.
- **Contribute to sales and marketing alignment.** Share customer insights with the founder and marketing team; collaborate on webinars and content; and ensure messaging reflects customer outcomes.

Qualifications

- **Experience:** 5-10 years in customer success, account management, project management or technical onboarding in a B2B environment. Experience in mobility, fleet management, SaaS, or hardware subscriptions is highly desirable.
- **Education:** Bachelor's degree required, preferably in business, engineering or related field.
- **Interest in e-mobility & sustainability:** Familiarity with electric vehicles, battery-swap infrastructure and the environmental benefits of electrification.

Required Skills

- **Communication skills:** Exceptional verbal and written communication; ability to build rapport with executives and drivers; capable of translating technical EV concepts into language that resonates with fleet managers and economic buyers.
- **Analytical & financial acumen:** Comfortable interpreting telematics data, ROI calculators and time-series financial models; able to validate metrics and build compelling business cases.
- **Project management:** Skilled at coordinating complex deployments with multiple stakeholders, setting timelines and keeping projects on track.
- **Customer-centric mindset:** Empathetic listener who advocates for customers while balancing ScootHero's business objectives; resilient problem-solver with a bias for action.
- **Process discipline:** Familiarity with qualification frameworks such as MEDDIC; rigorous about documenting next steps and maintaining CRM records.
- **Technical proficiency:** Proficiency in CRM systems (Odoo or comparable), productivity tools (Google Workspace/Microsoft Office), virtual meeting platforms and basic analytics software.

Why Join ScootHero?

- **Mission-driven impact:** Contribute to electrifying last-mile delivery and reducing carbon emissions while improving livelihoods for fleet operators and drivers.

- **High-growth opportunity:** Join a fast-scaling start-up in a nascent market, with significant potential for career advancement and influence over our customer success playbook.
Product-market fit: Our EV scooters and battery-swap network are already trusted by top delivery providers; your work will accelerate adoption and expansion.
- **Cross-functional collaboration:** Work closely with our founder, sales, marketing, operations and product teams to shape the future of electric mobility in Africa.
- **Supportive culture:** Benefit from a network of like-minded climate-tech partners while helping build a company that values diversity, innovation and customer obsession.

To apply, please fill out our [application](#).