

<https://scicustom.com/job/customer-success-manager/>

Customer Success Manager

Description

At **SCI**, we don't just manufacture furniture — we bring commercial interiors to life. As a U.S.-based manufacturer with over 35 years of expertise, we create high-performance custom furniture and millwork that wow clients across healthcare, education, restaurants, corporate, and more. If you love seeing ideas transform into stunning finished spaces, you'll fit right in.

We're looking for a driven **Customer Success Manager** who thrives on ownership. This isn't a typical desk job — it's a high-impact role where you'll be the trusted advisor, problem-solver, and relationship builder for your customers from the very first conversation all the way through successful installation.

If you're energized by working directly with clients, spotting smart commercial opportunities, driving profitable projects, and turning one-time customers into loyal long-term partners, this role was made for you.

Responsibilities

What You'll Do

- Take full ownership of customer relationships — guiding projects from initial inquiry to final install while acting as both project leader and dedicated account manager.
- Be the primary point of contact, building strong trust and generating repeat and expanded business.
- Review plans and specifications, then collaborate with customers to recommend the best solutions that fit their vision and budget.
- Lead inside sales efforts: prepare sharp quotes, refine project scopes, and ensure strong pricing and healthy margins.
- Proactively follow up on opportunities and convert quotes into solid booked orders.
- Spot and seize upsell and cross-sell possibilities (custom materials, design upgrades, expanded scopes) to maximize value for both the customer and SCI.
- Partner closely with our estimation team to deliver competitive yet profitable project costs.
- Orchestrate seamless execution by coordinating daily with engineering, production, operations, and customer service.
- Manage all client communication — keeping them informed on approvals, changes, timelines, and expectations.
- Drive projects to hit deadlines, anticipate issues, and deliver outstanding results every time.
- Get out into the field when needed for site measurements, relationship building, and on-site coordination.
- Translate customer vision clearly to engineering so every detail is captured

Hiring organization

SCI

Employment Type

Full-time

Job Location

125 Connell Ave, 60436, Rockdale, IL, United States

Base Salary

\$ 60,000 - \$ 90,000

Date posted

May 18, 2026

before production begins.

- Help source custom and long-lead materials to keep ambitious timelines on track.
- Monitor production and perform quality checks to ensure the final product exceeds expectations.
- Handle order revisions professionally while protecting project goals and profitability.
- Oversee or support installation coordination for smooth, successful project closeouts.
- Manage your own pipeline of active projects and opportunities with confidence and strong responsiveness.

What Success Looks Like

- Deep customer relationships that generate consistent repeat and referral business
- Impressive quote-to-order conversion rates
- Profitable, on-time projects that make clients genuinely happy
- Clear, proactive communication that keeps everyone aligned and confident

Typical Projects You'll Own

Large-scale millwork installations, complex on-site measurement & coordination jobs, exciting new brand rollouts, and major multi-location or university projects involving multiple components and vendors.

Qualifications

- 2 – 5 years' experience in a sales and project management related role.
- A gifted relationship builder with internal colleagues and external customers.
- Ability to work independently and as part of a team.
- Strong work ethic and positive attitude.
- Excellent verbal and written communication skills.

Job Benefits

This role may be eligible for the following benefits:

- Medical, Dental, Vision
- Supplemental Insurance
- Savings Accounts
- Retirement Accounts
- Paid Time Off