



Customer Success Specialist

Luma believes that when people learn, their lives improve and so does society. Everything we do is created with this mission in mind. Our customers love us and we love them!

At Luma, we have the following core values.

- CUSTOMER COMMITMENT: We build relationships that make a positive difference in our client's and our lives.
- INTEGRITY: We deliver on our promises.
- QUALITY: What we do, we do well.
- PASSION: Committed in heart and mind.
- TEAMWORK: We can all do small things, but together we can do something wonderful.

The Luma team strives to deliver excellence in customer experience. Luma Brighter Learning, a 2X INC 5000 fastest growing company, is the leading connected learning platform in the trucking industry. We were just recognized as one of the top software companies in the supply chain <https://www.foodlogistics.com/software-technology/supply-chain-visibility/article/22922225/top-software-tech-award-supply-chain-visibility-solutions-reign-as-industry-problem-solvers> and were an INC Best in Business in 2024, <https://www.inc.com/best-in-business/2024>.

Luma's comprehensive eNugget® Learning Platform has shown measurable results in helping clients improve safety, communication, and compliance. <https://lumabrighterlearning.com>.

Luma prides itself on the fact that with learning they can change and save lives and have measurable ROI to show for it. We are the only company in education individualizing instruction with different interaction modes through our platform. We are looking for a client success specialist to join our growing team.

The Client Success Specialist delivers world-class client support, training, and adoption guidance for Luma's eNugget® Learning Platform. You'll be a trusted, hands-on partner to clients. Responding quickly to support questions, troubleshooting platform configurations, supporting client renewals through strong adoption, and helping clients achieve measurable outcomes.

This role is ideal for someone who thrives in a fast-paced environment, enjoys relationship-building through technology, and is confident in translating technical concepts into clear, friendly guidance. You'll interact directly with clients through LumaLive®, our ticketing system, and



phone support, and you'll collaborate closely with Implementation, Support, Technology, and Instructional Design to deliver an excellent customer experience.

Responsibilities.

- Triage, diagnose, and resolve client questions, ranging from platform "how-to" requests to multi-step configuration issues.
- Provide timely, accurate, high-empathy support that reinforces trust and keeps clients moving forward.
- Provide web-based training to user groups supporting best practices in their use of the eNugget® Learning Platform.
- Translate technical items for non-technical audiences and confirm shared understanding.
- Leverage communication skills by translating technical items to non-technical counterparts.
- Develops and maintains a customer enablement calendar (release webinars, best-practice sessions, onboarding refreshers) aligned to customer needs and product updates
- Analyze customer usage patterns, identify adoption gaps, and build a plan to improve utilization and outcomes.
- Contribute to maintain departmental documentation.
- Act as the customer advocate. Understanding goals/use cases and recommending process improvements, configuration changes, and feature adoption.
- Conduct quarterly business reviews with assigned client accounts to review for changes, growth opportunities, and learning opportunities.
- Prioritize client projects and training needs based on urgency and resources.
- Provide world class support as an advocate to ensure speedy resolution of customer hurdles.
- Engage with internal and external stakeholders to drive desired outcomes.
- Owns renewal readiness for a defined book of business and establishes success plans, monitors health indicators, and communicates escalation of risk to drive retention.
- Supports client champions to share success stories, participate in case studies, and contribute to peer learning.
- Coordinates "What's New" communications and lightweight webinars in partnership with Product/Marketing to keep clients informed and engaged.
- Leads renewal discovery with clients to confirm goals, usage, and upcoming needs; escalates pricing/contract changes to Operation Leadership for close.
- Report on changing technology to customers through written and verbal communications.
- Have a deep understanding of enterprise customer's infrastructure, architecture and business/regulatory requirements to speed up resolution.

Qualifications



- Minimum of 3+ years in support of enterprise level client/ customer accounts.
- Minimum of 3+ years in transportation/logistics, transportation operations, or safety training experience.
- Ability to problem solve complex multi-step problems with precision for details.
- Patient, friendly and a great attitude through fast growth.
- Strong communication skills, written and verbal.
- Impeccable with follow through and follow up with a strong sense of urgency.
- Demonstration of the ability to prioritize tasks and complete them quickly and accurately.
- Technical ability to learn and train others on multi step tasks in software.
- Able to provide communications to customers, both orally and in writing; confirms the other side has the same understanding.
- Must be customer service oriented and believe in teamwork, collaboration, adaptability, and have initiative to solve complex problems.
- Asks meaningful forward-looking questions to elicit a deeper understanding of client needs.
- Able to successfully facilitate client communications through effective listening and negotiation.

Job Type: This is a full-time remote employment position in WI, CO, MT, GA, AZ, MO, SC, OH, NC only. Work requires willingness to work a flexible schedule.

Collaboration

- This role will report to the Director of Operations.
- This role is part of our Customer Success Department.
- Interaction and engagement with all departments within the organization required.

Benefits:

Paid Time Off: As a full-time employee you are eligible to participate in the company's Paid Time Off (PTO) policy in accordance with policy provisions. The time off policy will be provided in your on-boarding packet.

Holiday Pay: You are eligible for 7.5 paid company designated holidays including your birthday.

Education Credit: You will be provided a \$1500 education credit per year that should be used towards educational programs that support you in being successful at your position. Money is not carried over and is not credited at termination.

Health Insurance: As a full-time employee you are eligible to participate in the Company's health insurance plans. Luma pays for 75% of employee only medical premium costs.



Employees are responsible for 100% dental, hearing and vision premiums, if elected. Additionally, the company offers an optional \$10,000.00 life insurance policy. Life insurance premiums are split 50% / 50% between employee and the Company.

Retirement Account: You are eligible to participate in the 401k program.

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Industry

- E-learning

Employment

Type Full-time