

## **LOOKING FOR: Smart, Empathetic, Customer Success Coach with Psychology / Coaching Background to help our Marriage Advice/Divorce Help Clients (no need to be married)**

### **Summary:**

- **Type of work:** Chat coaching (as customer success manager) to our clients who need help improving or saving their marriage (mostly personal development coaching and advice on what to do)
- **Firm size:** small (25 employees)
- **Location:** Work from home. Online.
- **Language:** English (advance English required)
- **Working hours:** Fixed hours. Approximately 40 hours a week (US time zone).
- **Starting salary:** Fixed salary + commission + bonuses
  - **Fixed salary:** ~ \$8/hour (approximately 7.5 EUR per hour). For full time, that is approximately \$1,350/month)
  - **Commission:** Average CSM makes \$300-500/month in commission per month
  - **Bonuses:** Quarterly, depending on performance.
  - Compensation (if meeting targets): \$1600-\$2,200 per month (+ bonus)
- **Warning:** This is a real job in a high-performance company. This is not some “chill” job where you get paid for doing no work. We only work with and reward people who are smart, empathetic and excellent at coaching / giving advice and willing to learn. If you don't consider yourself an “A-player”, if you have not been a top performer in previous positions or you are just looking for a short-term job without much work, do not apply to this job.

### **Job post:**

We are looking to hire 3 smart, empathetic people (preferably with a psychology background) who are excellent at understanding people, and giving advice. We are looking for people who understand the masculine/feminine dynamics in relationships, understand how women think/feel when men say/do certain things in relationships, and we are looking for a person who can give great advice to clients.

If you do not recognize yourself, please don't apply. 😊

**HINT:** If you are not great with understanding people emotionally, not naturally empathetic and cannot see yourself being able to figure out what to do to help a client save his marriage on a brink of divorce with our help, then, this is NOT for you. We are looking for people who are natural at understanding people and

relationships, who are excellent with giving advice, and who are driven to help people.

If this sounds like you.... Sending you a warm welcome!

### **Quickly about us:**

Name of our company is Pinnacle of Man. We are a personal-development company which helps men improve their marriage through group-therapy intensive programs. (We also have a team that helps men overcome addictions, but marriage help is our core focus).

Company website: <https://PinnacleOfMan.com/>

YouTube channel:

<https://www.youtube.com/c/SaveYourMarriageWithJoshHudson/videos>

As a Customer Success Manager, your **primary responsibilities will include:**

- Helping coach clients through chat on how to improve their marriage or turn around their marriage on a brink of divorce using our strategies and coaching program
- Help clients who are going through divorce with advice, emotional support and accountability to go through our coaching program and guide them what to do
- Welcoming clients into the group upon joining, ensuring they have all necessary information, and addressing any questions they may have.
- Providing personalized guidance throughout the program, including offering support during challenging times, holding clients accountable, and maintaining their motivation.
- Actively monitoring and engaging in the private Facebook group community by responding to posts, fostering a positive atmosphere, and sharing client achievements to inspire others.
- Addressing clients' concerns promptly and professionally, such as handling cancellations, processing refund requests, and resolving any other issues.
- Identifying opportunities to upgrade clients to higher tiers of the program, based on their needs and progress.
- Serving as a supportive "friend" to motivate clients along their journey, encouraging them to take action and achieve their desired results.

- Some admin work like helping collect failed payments by messaging clients about failed payments

To be considered for this role, **you MUST possess the following skills:**

- **Background in Psychology** (degree) or coaching certificate preferred, not required
- **Excellent written and spoken English** (fluent or native; small accent acceptable)
- **Natural ability to provide advice** based on the program and your intuition
- High empathy and a **genuine love for helping people**
- **Reliability** and attention to detail
- Ability to see beyond what people are saying and **analyze the root of their issue**
- Live chat, customer success or remote work experience preferred (not required)
- **Ability to work in US hours**

**Benefits of working as a Customer Success Manager at Pinnacle of Man:**

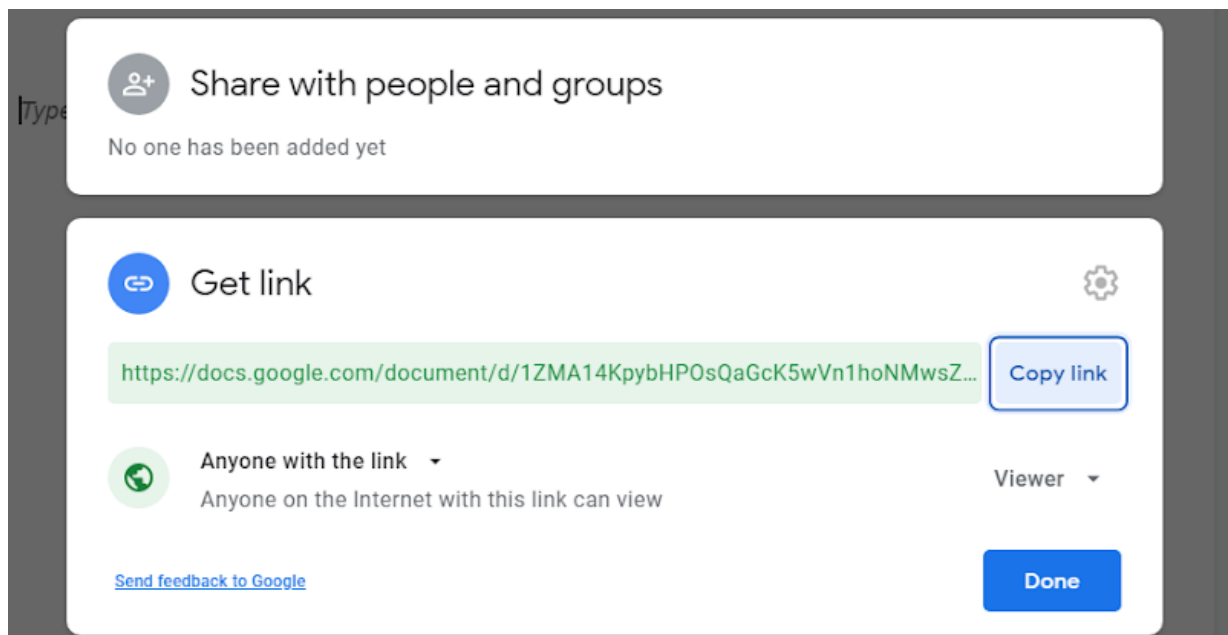
- **Semi-flexible work hours:** You can adjust your schedule as works best for you, however, it has to be in the US time zone. If you need Wednesday off. No problem. We are flexible with work hours and days off, but whenever you work, it needs to be in the US time zone.
- **Remote work:** Work from the comfort of your home or favorite location, eliminating the need for daily commutes.
- **Thriving company:** Be a part of a company that's scaling and growing each day, offering numerous opportunities for personal and professional growth.
- Independent yet collaborative work environment: Work independently while being a part of a close-knit team that collaborates and supports one another in achieving common goals and improving individual skills.
- **Continuous improvement:** Join an organization that is dedicated to constantly enhancing its services and maintaining the highest standards of quality.
- **Emphasis on learning and personal development:** Work in a place where self-improvement and skill development are not only encouraged but required, fostering a culture of ongoing growth and development.
- **Performance-based bonuses:** Receive additional rewards for your exceptional performance, recognizing your hard work and dedication.

- **Commission on upgrades:** Earn extra income through commissions when successfully upselling clients to higher tiers of the program, further incentivizing your efforts to help clients achieve their goals.

-

**To apply, please follow these steps:**

1. Visit our website: <https://pinnacleofman.com/> to learn more about the company and our mission.
2. Watch this video:  
<https://www.loom.com/share/f126818816aa4d9d9f62618d7afb642d>
3. Record a 2-minute video introducing yourself, discussing your experience, and explaining why you would be an excellent fit for this position. Additionally, provide an answer to the question posed by Josh in the video mentioned above. Once completed, upload your video to Google Drive, making sure to enable open access:



4. In your motivational letter, please answer the following questions:
  - A client shares a draft of a letter intended for his wife that seems lacking in thought and effort. How would you encourage him to revise the letter in a constructive manner that both motivates him and demonstrates your support, without causing discouragement?

- You observe that a client has a self-centered personality, and he complains about his wife being a narcissist. What questions would you ask to help him evaluate the situation and potentially recognize that her behavior might be a reaction to his own actions?
  - A client expresses concerns about the lack of physical intimacy with his wife. How would you assist him in navigating the issue and establishing priorities?
5. Send your resume, motivational letter, and a link to your recorded video to [support@joshudsoncoaching.net](mailto:support@joshudsoncoaching.net) with the subject line "Customer Success Manager Application: /your name/!"

Thank you for your interest in the Customer Success Manager role at Pinnacle of Man. We truly appreciate the time and energy you're putting into your application. Our team is excited to review your submissions and looks forward to the possibility of welcoming you to our growing family. Thank you once again, and we wish you the best of luck!