



Mission Success Operations Manager

Ethos Systems

About us:

Founded in 2019, Ethos is the first Human Readiness Platform that combines learning, performance, and outcomes in one unified platform. Our SaaS platform delivers modernized training, real-time readiness dashboards, and AI-driven personalization - all built for enterprise-scale deployment across both commercial and classified networks. A trusted mission partner to the most demanding customers in the world, Ethos serves over 150 enterprise customers across the U.S. military, life sciences, manufacturing, supply chain, and professional sports industries.

Our Department of Defense (DoD) Mission Success team is rapidly growing and we're looking for our next mission-driven player to join the team!

About This Role:

As our Mission Success organization scales, we've reached a critical inflection point where manual processes and decentralized tooling are creating inefficiencies that directly impact our team's ability to focus on what drives retention and account growth: Relationship Management and Strategic Discovery/Deployment.

We're seeking a Mission Success Operations Manager to serve as the operational backbone for our team, enabling Mission Success Managers to spend more time with customers while arming leadership with the data needed to make strategic decisions. This role will drive the repeatability and predictability we need to scale efficiently, transforming ideas into reality through dedicated process improvement at scale.

This is a strategic operator who will unlock scale, clarity, and efficiency across our entire Mission Success organization.

What You'll Do

Build the Metrics Engine

- Define, track, and standardize key health scores and team performance metrics
- Create executive dashboards and actionable reporting for weekly, monthly, and quarterly reviews
- Transform raw data into insights that drive strategic decision-making

Streamline Mission Success Manager Workflows

- Design and operationalize key moments in the customer journey (kick off, onboarding, QBRs, renewals)
- Implement scalable playbooks and templates to reduce variance and improve efficiency
- Create living frameworks that adapt as we learn and implement more efficient ways of doing business

Own Mission Success Systems and Tooling

- Optimize our existing tech stack including ClientSuccess, Salesforce, Zendesk, Asana, Zapier, Jira and potentially internal-facing AI tooling
- Drive integrations and automation to eliminate double data entry and improve accuracy
- Ensure our integrated backend maximizes Mission Success bandwidth

Forecast Renewals and Capacity

- Build robust forecasting models for expansions and churn risk
- Develop capacity models to help our internal content team manage growing workloads
- Provide predictive insights that enable proactive mission success strategies

Drive Cross-Functional Alignment

- Serve as the operational liaison between Mission Success, BD, Product, and Marketing teams
- Translate Mission Success insights into actionable inputs for product roadmaps, sales enablement, and marketing initiatives
- Influence stakeholders across departments to ensure mission success priorities are integrated company-wide

Basic Qualifications:

- 3-5 years of experience in Customer Success Operations, Revenue Operations, Business Operations, or related analytical/operational roles
- Experience designing systems and workflows to bring order to complex processes
- Proven ability to build dashboards and drive data-informed decisions through insights
- Strong interpersonal skills with the ability to translate between Mission Success, executives, and technical teams with equal clarity
- Experience influencing stakeholders across BD, Product, and Marketing functions
- Demonstrated ability to dissect ambiguous problems and build solutions that scale; thrives in complexity
- Hands-on experience as an individual contributor who can actually build and deliver, not just ideate
- Proven ability to work creatively within budget constraints while implementing mature systems and processes
- Incredibly organized, proactive, and impeccable attention to detail

Preferred Qualifications:

- BS/BA degree from a 4-year college or university
- Previous experience in a role on an Operations team (Customer Success Ops, RevOps, BizOps, Sales Ops, Marketing Ops, etc.)
- High-growth SaaS operations experience and/or background at a Fortune 500 company with high standards for systems and processes
- Deep familiarity with Mission Success technology (Gainsight, Catalyst, Totango) or Salesforce CRM
- Experience with tech stack optimization including ClientSuccess, Zendesk, Asana, Zapier
- Strong analytical skills with experience analyzing data, trends, and client information to identify growth opportunities and risk items
- Experience with forecasting models for renewals, expansions, and churn risk
- Fast learner who can understand and articulate technology solutions at any level
- Note: CSM experience is not required—this is an operational and analytical role, not customer-facing

In this role, you'll enable our CS team to focus on what they do best while building the operational foundation for scalable, predictable growth.

If you're a strategic operator who thrives on building systems that scale, loves diving deep into data, and wants to make a direct impact on customer success and company growth, we'd love to hear from you.

Compensation

As a mission-driven start-up, Ethos seeks to compensate employees competitively while providing significant upside with equity. Benefits include subsidized health insurance (Medical+Vision+Dental included), 401k, life insurance, and cell phone stipend.

A note on what we're looking for

Don't meet every single requirement? Studies have shown that women and people of color are less likely to apply for jobs unless they meet every single qualification. At Ethos, we are dedicated to building a diverse, inclusive, and authentic workplace, so if you're excited about this role but your experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyway. You may be just the right candidate for this or other roles.

Interested applicants should email a cover letter and resume to
public-sector-cs-careers@ethosystems.com