



Mission Success Manager - (Air and Space Force Accounts)

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 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 the role

The Mission Success Manager (Air and Space Force) is critical to our mission of combining learning, performance and outcomes in one unified platform to optimize human readiness. You'll support all aspects of the customer lifecycle, from onboarding and implementation to business reviews for a portfolio of Air Force customers. This position requires strong attention to detail and follow-through. The ideal candidate is a self-starter who has project management skills combined with customer success expertise to ensure long-term client satisfaction, is obsessed with customer readiness outcomes, and thrives in a fast-paced environment focused on measurable results. The role is fully remote. *Preferred: Location near Air Force or Space Force bases and current or former security clearance.*

Job responsibilities:

- Serve as the primary point of contact for customer-facing activities, ensuring customers achieve measurable readiness outcomes through effective use-case discovery, implementation, training, and support.
- Coordinate with internal teams (technical, content, product, sales) to ensure project requirements are met on time and within scope.
- Act as a trusted advisor to Air Force and Space Force customers, delivering best practices, guidance, and strategic recommendations that align with their readiness goals.
- Deliver data-driven quarterly business reviews demonstrating how our platform optimizes human performance and directly contributes to customer outcomes.
- Analyze customer engagement and platform usage regularly to identify readiness gaps and deliver solutions based on internal and industry best practices.
- Proactively engage customers to ensure they maximize their readiness potential through effective use of our platform.
- Advocate for customers by leading internal teams and projects to address readiness challenges and specific customer needs.
- Monitor customer health, identify risk factors impacting readiness outcomes, develop success plans, and deliver actionable recommendations.

- Identify opportunities for expanding platform adoption based on customer readiness gaps, usage patterns, and success plan objectives.
- Develop and execute strategies to ensure timely renewals by clearly demonstrating the platform's impact on performance outcomes.
- Prioritize and drive timely resolution of customer inquiries with the understanding that every interaction affects mission-critical readiness.
- Gather regular customer feedback to continuously improve our platform's ability to enhance human capability. Propose new ideas to improve the customer experience and readiness outcomes for our Air Force customers.

Qualifications

Basic Qualifications:

- Up to 25% travel
- 2-4 years of experience in Customer Success, partnership management, and/or project management
- 2-4 years of experience working with internal or external customers on SaaS product implementation via customer success, support, and/or consulting
- Must be authorized to work in the U.S. as a U.S. citizen
- Experience navigating relationships with complex organizations with multiple levels of stakeholders and complex business processes
- Strong interpersonal skills with the ability to build relationships and deal effectively with challenges as they come up
- Experience with and/or proven passion for learning and educational software
- Incredibly organized, proactive, and impeccable attention to detail
- Experience analyzing data, trends, and client information to identify product or service growth opportunities
- Strong navigation and operation of Microsoft Office suite/Google tools

Preferred Qualifications:

- BS/BA degree from a 4-year college or university
- Strong verbal and written communication skills and technical aptitude
- Fast learner who can understand and articulate technology at any level
- Demonstrated technical support and problem-solving abilities
- Proficient in Google and Microsoft suite of products
- An agile learner with new technologies (i.e. Zendesk, ClientSuccess, Asana)
- Excellent interpersonal skills with the ability to build authentic business relationships and deal effectively with relational challenges as they come up
- Experience managing organizational change during system implementations and platform migrations
- Familiar with Air Force and Space Force operations, commands, and training requirements
- Security Clearance
- Located in the vicinity of Air Force or Space Force bases or facilities

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.

Range: 85,000-130,000 annual base salary, 15,000-20,000 annual variable salary

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. o 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 as we build out our high performance team.

**Interested applicants should email a cover letter and resume to
mission-success-careers@ethossystems.com**