

# CONDUIT

## Job Description

Company: Conduit Ag

Position: Director of Customer Success

Location: Chicago, IL/Hybrid Remote

Travel: 15-20% (Quarterly business updates and key customer field visits)

Website: <https://www.conduit.ag/>

Company:

Conduit Ag

*Bridging Farmers and AgTech Through Commerce, Financing & Digital Innovation*

Conduit is transforming agricultural finance. Equipping retailers with cutting-edge lending infrastructure that redefines how ag finance is delivered – fast, flexible, and fully digital. Empowering retailers with seamless financing results in accelerating grower success, unlocking working capital at scale, and modernizing the backbone of the ag economy.

Opportunity:

Conduit, a fast-paced agricultural fintech startup, is seeking a Director of Customer Success to lead and expand our growing customer success team. This role will focus on ensuring our ag retail and manufacturing customers achieve measurable success using Conduit's fintech software. The ideal candidate will be customer-obsessed, able to solve problems in real-time, and thrive in a dynamic startup environment.

Key Responsibilities:

- Lead and manage the current Customer Success team (2 direct reports), fostering a high-performance, customer-first culture.
- Design and implement scalable customer success strategies and processes to support Conduit's ag retail and manufacturing clients.
- Partner closely with the Sales team to ensure seamless customer onboarding, engagement, and retention.
- Serve as a strategic advisor to key customer accounts, addressing challenges in real time and ensuring satisfaction with Conduit's software.
- Recruit, mentor, and build out the Customer Success team as needed to meet business growth.
- Analyze customer feedback and data to drive continuous improvement in product and service delivery.
- Represent Customer Success in cross-functional leadership meetings and planning sessions.

Qualifications:

- 5-7 years of experience in a Customer Success or similar client-facing role.
- 2-3 years of experience managing a team and developing new processes from the ground up.
- Strong communication and problem-solving skills with a customer-centric mindset.
- Ability to thrive in a fast-paced, startup environment with shifting priorities.
- Familiarity with agricultural markets and/or fintech software is a plus.

Education:

- Bachelor's degree (4-year) required.

About Cornerstone Kansas City:

Cornerstone Kansas City (CKC) is a leading retained executive search firm based in Prairie Village, Kansas that helps great companies recruit great people. For more than 40 years, Cornerstone Kansas City has excelled in serving its client companies with executive talent acquisition, leadership development and career transition services across the Central Midwest region of the United States. Cornerstone Kansas City has successfully completed more than 1,600 retained executive search assignments for C-suite, President, Vice President, Director and Senior Management-level positions. To inquire about how Cornerstone Kansas City can serve your executive talent acquisition needs, please [click here](#) to visit our website.

Please send resume or referrals to:

