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# Example of Enterprise Customer Success Manager Job Description

Our company is looking for an enterprise customer success manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for enterprise customer success manager

* Learn about the business, the team and LinkedIn’s products (LinkedIn Sales Navigator, LinkedIn Recruiter, LinkedIn Learning, Elevate, etc) and associated tools
* Understand how to build and present a LinkedIn strategy using data and insights
* Thoroughly understand and articulate clearly LinkedIn’s wider vision and the business implications as it pertains to LinkedIn’s Hire, Market , Sell, Learn value proposition
* Be expected to optimize your own LinkedIn profile to incorporate best practices and tips
* Educate the customer on the value they can generate from their LinkedIn enterprise products
* Lead on-boarding processes, deliver training and consulting, provide regular metrics review and update the customer about new product features
* Encourage clients to utilize appropriate LinkedIn resources (i.e., community, forums, training, Professional Services engagements, user conferences, workshops, etc) to increase their utilization of LinkedIn enterprise solutions
* Monitor usage, proactively contact clients upon low usage and deliver coaching/training to improve their adoption of LinkedIn products
* Deliver group and individual user informational and training sessions about LinkedIn enterprise features, industry benchmarking and best practices
* Utilize LinkedIn, client and other data to derive insights and use these to drive greater engagement

## Qualifications for enterprise customer success manager

* Bachelor's degree or equivalent experience in business, or related field
* Strong interpersonal and communication skills attention to detail
* Become a client partner in maximizing the benefits of their investment with LinkedIn
* An excellent communicator including written, verbal and presentation skills
* Support the RM to execute on the operational and product utilization related goals of the Customer
* Ensure successful onboarding of new accounts and new users by setting objectives which result in basic product functionality and provide advanced training in order to develop existing users