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# Example of Enterprise Customer Success Manager Job Description

Our company is looking to fill the role of enterprise customer success manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for enterprise customer success manager

* Expedite technical and purchase-related escalations
* Learn about the business, the team, Sales Navigator and associated tools
* Responsible for managing the overall account relationship
* Achieve individual and team success objectives
* Develop and conduct quarterly business reviews with customers
* Developing, evaluating, and retaining a group of Customer Success Managers
* Working with the sales organization to ensure that subscription renewal goals are met
* Positioning and selling service offerings to prospects
* Establishing a trusted advisor relationship that works to ensure customer satisfaction
* Acting as a liaison between product management and the customer with a focus on communicating our product roadmap and how it will influence customer activities

## Qualifications for enterprise customer success manager

* BS/BA degree or any equivalent course
* Recruiting or other applicable talent experience (preferred)
* Proficient in Salesforce & Microsoft Office (Outlook, Excel, Word and Power Point)
* Ability to work independently and to deliver on detail strategy
* BA/BS degree or equivalent experience in business or related field
* 5+ years of sales/customer success experience using social media