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# Example of Enterprise Customer Success Manager Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of enterprise customer success manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for enterprise customer success manager

* Partner with the Senior Enterprise Relationship Managers to execute on the operational and product utilization related goals of the customer by driving overall customer adoption, enhance customer success, and mitigate customer churn risk
* Develop customer education, on-boarding, and implementation plans to provide user-focused training, onboarding, and engagement
* Partner with additional account team members, including international colleagues, to deliver on client objectives and provide a world-class consultative partnership
* Responsible for creating focused account territory plans to nurture and develop opportunities to drive your revenue targets
* Act as a trusted advisor to the end users and their management to drive product adoption and ensure they leverage the solution to achieve agreed operational priorities, leading to full business value
* Maintain an understanding of LTS products and industry knowledge to effectively drive greater customer engagement on the most relevant features/functionality for their specific business needs
* Host regional and segment specific webinar series for end-users to ensure customers are provided with additional education to fully optimize usage of LinkedIn Products
* Interpret customer insights to drive change in product and act as voice of customer to PMM / Product team
* Provide best practices to help drive user behavior and adoption in product and map LTS solutions to existing customer workflows
* Celebrate customer wins when customers are using the product well

## Qualifications for enterprise customer success manager

* 5+ years of Customer Success Management and/or Account Management
* Proven customer management and development skills with Global 1000 accounts - large complex and demanding accounts
* Proven ability to analyze complex situations and develop action plans to lead a cross functional team to the key objectives
* Able to articulate value proposition of technology platforms and services
* A four-year degree or equivalent experience
* 10+ years implementation consulting or account management experience with Human Capital Management, Financial Management, or Payroll applications