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# Example of Enterprise Customer Success Manager Job Description

Our growing company is looking for an enterprise customer success manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for enterprise customer success manager

* Coordinate with Sales and Business Development on a regular basis to ensure understanding of high-profile enterprise account pipeline
* Participate in regular ‘code red’ meetings to determine and discuss which (if any) high-profile enterprise accounts are at risk of churn
* Work with client success representatives (who are assigned to each enterprise account) to ensuretimely resolution of any day-to- day technical issues
* Engage in strategic conversations (EBR’s or QBR’s) with high-profile executive sponsors to ensure business outcomes are being attained for these customers
* Make on-site visits to high-profile enterprise accounts as business deems necessary
* Support the native CSM to execute on the operational and product utilization related goals of the Customer in India
* Advise customers on rollout and usage strategies, integrated security policies and SDLC processes
* Prepare and lead customer program reviews
* Ensure consistently-positive customer experiences by working closely with CA Veracode Support, Consulting, and Operations teams and providing oversight and management of customer issues and initiatives
* Mentor associate-level and senior-level program managers

## Qualifications for enterprise customer success manager

* BS/BA degree from a 4 year college or university
* Excellent interpersonal skill with ability to build authentic business relationships with C-Level and individual contributors alike, and deal effectively with relational challenges as they come up
* 6+ years of Customer Success, Account Management, Training, and/or Talent Management / Recruiting experience
* Drive Customer Success through building relationships with the Customer at C-Suite level, developing an understanding of the key stakeholders, their business, current challenges, and future strategy with a focus on success/engagement planning and delivery to meet the immediate and future needs of the customer
* Develop expertise within one of the Customer Success Organizations’ Functional areas, building and consistently updating knowledge to eventually become an ‘Expert’
* CSMs will achieve official certification in at least one relevant product/solution