



# Example of Client Success Manager Job Description

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Our innovative and growing company is searching for experienced candidates for the position of client 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 client success manager

- Perform periodic reviews of NWP's utility bill back program with every assigned portfolio-level contact
- Manage customer expectations to match NWP capabilities
- Act as the client's representative within NWP Services Corporation
- Engage appropriate management for problem escalation and resolution at the portfolio-level
- Evaluates & addresses cancellation requests to explore and discuss retention possibilities with the client
- Facilitates information flow up, down and cross-stream
- Serve as an SMB and low end corporate problem management and customer service and escalation specialist
- Partner with designated SMB and corporate sales reps to ensure customer satisfaction, success and loyalty
- Researches client needs and determines how to bundle products to meet client requirements
- Develop long term relationships with your portfolio of assigned customers, connecting with key business executives from C level on down

## Qualifications for client success manager

- Property management industry experience both corporate and property level

- Continually identify new business needs and align Cornerstone products/services to meet those needs
- In collaboration with the Implementation Consultant, quickly stabilize the client in the immediate post-live period. During this time, ensure that remaining implementation issues/open actions are resolved/closed, that the client is properly transitioned to Global Product Support and that the client is effectively engaged with Cornerstone through the proper channels at all times
- Ensure that the Cornerstone solution is being systematically and meaningfully adopted within the client's business
- Ensure that clients are productively engaged with Cornerstone and understand/leverage the Client Success Framework, our best practice engagement model for managing a successful partnership in a cloud environment
- Continually seek to mitigate risks that will impact client success, client satisfaction, reference-ability, upsell-ability, retention, This includes ensuring that global organizations have the proper governance model to ensure that the needs of all key stakeholders globally are understood and being met by the solution