



# Example of Client Success Manager Job Description

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Our innovative and growing company is hiring for a 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

- Relationship development and management with key individuals and top decision makers at the partner firm
- Relay client feedback and feature requests to the Product team
- Maintain detailed account of daily activity in Salesforce.com CRM
- Manage and drive the governance of assigned IT portfolio
- Proactively manage project issues, taking action to achieve urgent resolution and escalating promptly and clearly, where necessary
- Provide oversight across projects to ensure vendors are using appropriate methodologies and project management principles while managing statewide projects
- Engage routinely with clients to review open incidents, product roadmaps, health checks, executive perceptions, new concerns, pending risks
- Actively participates in all phases of the project or specific phases of larger projects
- Monitors costs, timescales and resources used, and takes action where these deviate from agreed tolerances
- Oversee on-boarding and management of our top tier organizers

## Qualifications for client success manager

- Maintain effective cross-functional relationships
- Experience with Salesforce, Force.com platforms, and/or CSM solutions

- Comply with all company and departmental rules and policies as described in your employee guide and company memos as distributed
- This job description does not necessarily contain all of the actual or essential duties of this job
- 4 years year college degree preferred in Advertising or Marketing