



Example of Client Success Manager Job Description

Powered by www.VelvetJobs.com

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

- Build and maintain relationships with clients to ensure client retention
- Utilize your knowledge of what makes an event work to assist clients in executing successful events
- Work with our product and on-site field ops teams to communicate the requirements for each event and client
- Delight our customers by managing expectations and ensuring success both internally and externally
- The execution of a variety of client engagement functions in order to improve client capabilities and to support successful fulfillment of client business goals
- Development, execution, and coordination of strategic plans to improve client success and capabilities by supporting the client's business goals, and researching and investigating any client issues that could negatively impact client success and coordination of remediation plans with internal stakeholders, while ensuring adherence to established company and departmental policies and procedures
- Demonstrate leadership in exceptional Customer Service and Response
- Facilitate resolution of customer support issues
- Escalate quality control issues to MSS management as appropriate
- Ensure accuracy of customer contact information in database

Qualifications for client success manager

- Basic knowledge of graphic design software such as Adobe/Gimp
- Prior business or marketing experience/education
- Experience with Google Drive/Spreadsheets/Forms/Docs
- Able to use Microsoft Word, Power Point, and Excel
- Undergraduate degree and 2 to 4 years relevant experience