



Example of Customer Success Representative Job Description

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Our innovative and growing company is looking for a customer success representative. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for customer success representative

- Work collaboratively with supervisor and other departments to meet student needs
- Be the primary relationship driver and communicator with your assigned customers from successful launch
- Identify opportunities to expand our business with the customer
- Maintain stock records
- Complete Customs/Duties paperwork for shipping
- Coordinate international shipping
- Generate licences for orders
- Demonstrated ability and willingness to learn and motivate
- Handles all Export requests escalated by the Support team and ensure that they are dealt with in a timely manner
- Working closely with Export Control team, escalates export problems to support manager when necessary

Qualifications for customer success representative

- Must maintain and respect confidential nature of information
- Motivated self-started and team player
- Develop and manage a pipeline of upsell and renewal business
- Assist sales teams in driving license renewal revenue

