



Example of Customer Success Representative Job Description

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Our company is searching for experienced candidates for the position of customer success representative. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for customer success representative

- Provide accurate monthly/quarterly customer health risk assessments or sales forecasting
- Collaborate and build relationships with channel partners, field sales representatives, executives
- Handle high volume calls and emails with quality and care
- Share customer feedback across functions and with the management team to resolve customer challenges
- Consistently deliver on a revenue target for PaaS and IaaS within existent contract base and achieve Key Performance Indicators (KPIs) of the role
- Ensure successful retention and renewal of approximately 200 existing accounts in your assigned territory, collaborating closely Account Managers
- Successfully understand articulate the value of our product to technical and non-technical buyers
- Maintain relationships with existing clients through regular check-ins, identifying new business opportunities and consultatively selling new services
- Decide when and how to collaborate with sales and technical teams to resolve client issues
- Grow career with the chance to move up in Customer Success, or transition to our premier Sales organization

Qualifications for customer success representative

- Ability to convey ideas clearly in written form and proofread documents used for training and reporting purposes, including translation to designated languages as applicable
- Ability to work on multiple concurrent systems under pressure and meet deadlines
- A sense of humour and team spirit
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