



Example of Customer Success Representative Job Description

Powered by www.VelvetJobs.com

Our growing company is looking to fill the role of customer success representative. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for customer success representative

- Be Tenacious and Results Oriented by displaying resiliency in the face of adversity and always acting with the end goal and business objective in mind
- Work with a focus on Partnership by building and maintaining positive and productive working relationships with internal and external customers
- Be curious
- Client Services or Support experience and a Bachelor's degree
- Ideally experience with Salesforce.com and Google AdWords
- Develop a deep knowledge of our platform and processes
- Identify and develop opportunities for prospective customers to leverage our platform beyond their initial use
- Maintain knowledge of market conditions and competitive activities
- Analyze customer feedback and data to revise best practices as necessary
- Report activity in real time - metrics, status, and any other detail required

Qualifications for customer success representative

- Partner with presales and inside sales and become an invaluable technical resource
- Advise other departments such as marketing and product development to help us shape the best possible customer experience
- Keep up-to-date on new product changes, and attend sales and technical enablement sessions

- Keep the customer in mind at all times, while utilizing your solution skills to the max
- Have excellent communication skills (fluent English is a must, and any other languages would be an advantage)