



# Example of Customer Success Representative Job Description

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Our company is looking for a 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

- Create and manage the case queue in Salesforce
- Partners with Education Training Managers, Marketing, Account Executives and Legal Technology Specialists in order to create successful communication, education and training on Westlaw products
- The Customer Success Representative's primary responsibility is to support the Market Manager in monitoring the performance of the book of business, identifying opportunities and sell promotions
- Manage multi-million dollar accounts and our relationships with their Travel Managers
- Monitor performance of a book of business
- Assemble and present light business reviews at scale and drive overall book of business growth from adoption to expansion for a small number of strategic customers
- Identify product issues and accurately bubble up through appropriate channels
- The ability to help scale the business through innovative thinking and excellent execution
- Work with product development manager to identify product improvements per customer feedback
- Maintain interactions through records management as directed in specified CRM system

## Qualifications for customer success representative

- Have a technical aptitude and (more importantly) the desire and drive to master new technologies
- Want to excel in your role and grow your career
- Are a dragon, because how cool would that be?
- Candidates must be authorized to work in the U.S. without sponsorship
- Empathetic to customer concerns/issues
- Willingness to learn about life insurance and the life insurance industry