



Example of Customer Success Specialist Job Description

Powered by www.VelvetJobs.com

Our company is growing rapidly and is hiring for a customer success specialist. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for customer success specialist

- Provide feedback from clients to our Development team to further refine the Product
- Perform other related duties and tasks as necessary or as assigned
- Be the go between for Client support teams and development
- Manage critical issues, work down issue backlogs, highlight and chase high-urgency issues
- Treat all issues from a client viewpoint in terms of resolution and responsiveness
- Proactively communicate with customers via phone and email to gather necessary information to keep them informed of account status and ensure they are on track to reach their first payroll goal
- Successfully work with internal partners to identify and address any issues that will delay onboarding
- Ensure active use and customer success by walking customers through their first payroll including educating them on product features, benefits and tools available resources
- Seamlessly transition customers to our Care team following a successful onboarding
- Management of non-standard projects with increased level of complexity

Qualifications for customer success specialist

- 1-2 years of professional experience in localization or related area preferred

- Minimum 3-4 years as a Business Analyst or Business Operations Analyst with Gainsight experience
- Minimum 3 years customer care experience preferred
- Well-developed project planning and operational execution skills
- Working knowledge of reviewing contracts and other legal documents
- Experience collaborating with senior level executive staff (both internal and external/customer)