



Example of Customer Success Specialist Job Description

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Our company is looking for a customer success specialist. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for customer success specialist

- Drive customer retention and revenue growth for an established customer base
- Provide accurate monthly/quarterly sales forecasting, where applicable
- Partner and build relationships with external clients
- Handle high volume of customer contacts through phone and email each day
- Managing the calendar of five implementation engineers located across the U.S
- Working closely with Support, Operations, Logistics, Sales, and Legal to execute professional services tasks
- Assisting in onboarding new implementation engineers by providing a curriculum and executing training schedules to decrease ramp time
- Managing a team of partner engineers, and responsible for training, dispatching and invoice tracking
- Ability to work with various internal and external resources to schedule activities
- Developing and maintaining data in the systems used by the Customer Success group

Qualifications for customer success specialist

- Should have worked and handled Business Intelligence or Reporting Tools –

- Ability to be flexible in order to go off script to answer potentially complex questions but still return to the script to finish the call
- Knowledge of products in order to answer customer questions in a way that build a successful account for the life of the account
- Relocation is not being offered
- Previous experience in technical support, customer success, account management, an advantage