Our innovative and growing company is looking for a customer success. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for customer success

- Coach customers to be product experts and train their teams on Concord best practices so they become increasingly self-sufficient
- Lead customer implementations using DocuSign best-practices and use product knowledge and insights to inform customers' deployment plans
- Lead web-based new product on-boarding training sessions for enterprise clients
- Serve as the voice of the customer and provide internal feedback to Product, Content and other teams on how we can better serve our customers
- Develop a trusted adviser relationship with customer stakeholders and executive sponsors to drive product adoption and ensure they leverage the solution to achieve full business value
- Answer product and service questions
- Conduct virtual meetings according to Customer Success methodology to drive results, product adoption and ensure retention
- To develop strong and lasting business relationships with assigned clients at all levels within the organization
- Actively managing the customer relationship and the lifetime value of clients across a large and diverse assigned customer base
- The VP has direct responsibility for identifying revenue protection and expansion opportunities and providing ongoing account management for existing customers

- Work very closely with stakeholders and the development team to Coordinate, Plan and Schedule operational and system upgrades/migrations
- Work with Professional Services, IT, Ops and Finance teams to ensure customer requirements are being met according to Contracts/MOU
- Understands industry usage of cookies, tagging, tag strategy, and optimization
- People Person" – enjoys interacting and connecting with people
- No significant out of-town-travel required
- 2-3 years of leadership experience in a contact center environment