



Example of Customer Success Job Description

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Our company is growing rapidly and is hiring for a customer success. 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

- Expert product knowledge on the CAO messaging platform
- Responsible for updating and informing customers of new and available product features
- The VP has indirect responsibility to expand revenue from cross-sell and up-sell through a lead generation process leveraging insights from the account monitoring
- Account segmentation & customer lifecycle management including
- Implement and manage a consistent approach for major account planning and relationship management
- Work to inspire customer success across ACI by establishing a customer success story
- Establish thriving DocuSign programs for customers with cross-company usage and benefits
- Quantify and present program success metrics to customer executive sponsors and leadership
- Collaborate with and coordinate the efforts of DocuSign staff from various teams that engage with your customers
- Drive complete and successful Life Cycle Management with Go Live, Renewal, Expansion and Customer Advocacy

Qualifications for customer success

management process and payments as applicable to banking and financial intermediaries

- 3 - 5 years in a consulting, professional services or similar customer-facing role
- Experience with a consulting firm, software vendor or SaaS company
- 5 years' experience Leading Sales or Consulting Teams
- Experience in Consulting and ROI analysis
- Experience in successfully leading strategic initiatives, process enhancements or development projects to completion, reporting project status and outcomes