



Example of Customer Success Job Description

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Our company is growing rapidly and is hiring 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

- Develop, implement and accomplish short, medium and long-term vision for Customer Success in the region through business leadership
- Improve internal processes and systems to achieve operational performance that meets or exceeds goals
- Build customer and external partner relationships to ensure high service delivery
- Provide input into the CSM methodology and direction and act as a mentor to newer CSMs on a voluntary basis
- Align with the SaaS Implementation Success and Renewals leadership to ensure excellence in execution and the achievement of regional renewals and expansion targets
- Contribute to the strategic direction of the Customer Success team through leading and participating in internal management initiatives, also at a global level
- Must be able to consistently meet team goals for churn specific corporate team initiatives
- Be the point of contact for customer accounts while mentoring customer success specialists
- Attend and setup regular meeting with assigned accounts
- Resolve or coordinate the resolution of customer issues during onboarding, and document the results in the knowledge base in accordance with documented guidelines

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- Demonstrated expertise in uncovering and documenting customer requirements and issues, performing business process analysis, writing SOWs, scoping work, and selling service-based solutions
 - Strong understanding of customer service processes from the customer, agent and business perspectives
 - Flexible and able to thrive in a fast-paced, high-pressure and fluid environment
 - Experience building and optimizing SOPs
 - Ability to provide 24X7 team member support as needed
 - Resourcefulness and ability to partner effectively with various business units, departments and organizations