



Example of Customer Success Job Description

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

Responsibilities for customer success

- Work directly with the appropriate services and product teams to leverage their domain and technical expertise to provide training and operational knowledge to Customers
- Maintain the day to day relationships with our clients, ensuring satisfaction while maximizing revenue opportunities through awareness of product offerings
- Acts as interface among NAMs, Field Consultants, and service organization in tracking down and resolving status of open client issues
- Engage with Customers post-sale to drive user adoption and satisfaction, ensuring high Customer retention
- Forge highly effective customer partnerships and establish a trusted advisor/strategic partner relationship with target accounts
- Work with targeted Customers to develop an individual Customer Success plan including establishing critical goals and key performance indicators
- Be the go-to resource to ensure our clients have the best possible experience with our platform and our teams
- Ensure Customers achieve their adoption and success targets
- Collaborate with Sales team on account strategies and help to identify up-sell opportunities
- Collaborate for operational improvement and ensure efficiencies and/or improvements are identified and implemented

Qualifications for customer success

audience

- Action-orientated with the ability to meet deadlines and turnaround requests in short order
- Account management or related experience caring for and advising customers or clients
- Familiarity with CSS, HTML, JSON
- Familiarity with SaaS architecture, hybrid systems and integration methodologies
- Experience working with API's, Java, C# or other development languages a plus