



Example of Enterprise Customer Success Manager Job Description

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

Responsibilities for enterprise customer success manager

- Learn about the business, the team and LinkedIn's products (LinkedIn Sales Navigator, LinkedIn Recruiter, LinkedIn Learning, Elevate, etc) and associated tools
- Understand how to build and present a LinkedIn strategy using data and insights
- Thoroughly understand and articulate clearly LinkedIn's wider vision and the business implications as it pertains to LinkedIn's Hire, Market , Sell, Learn value proposition
- Be expected to optimize your own LinkedIn profile to incorporate best practices and tips
- Educate the customer on the value they can generate from their LinkedIn enterprise products
- Lead on-boarding processes, deliver training and consulting, provide regular metrics review and update the customer about new product features
- Encourage clients to utilize appropriate LinkedIn resources (i.e., community, forums, training, Professional Services engagements, user conferences, workshops, etc) to increase their utilization of LinkedIn enterprise solutions
- Monitor usage, proactively contact clients upon low usage and deliver coaching/training to improve their adoption of LinkedIn products
- Deliver group and individual user informational and training sessions about LinkedIn enterprise features, industry benchmarking and best practices
- Utilize LinkedIn, client and other data to derive insights and use these to drive greater engagement

- Bachelor's degree or equivalent experience in business, or related field
- Strong interpersonal and communication skills attention to detail
- Become a client partner in maximizing the benefits of their investment with LinkedIn
- An excellent communicator including written, verbal and presentation skills
- Support the RM to execute on the operational and product utilization related goals of the Customer
- Ensure successful onboarding of new accounts and new users by setting objectives which result in basic product functionality and provide advanced training in order to develop existing users