



Example of Success Manager Job Description

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Our innovative and growing company is hiring for a success manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for success manager

- Plans and modifies ESL courses, content, live online classes, product offerings, , to meet customer needs
- Determines improvements by analyzing cost-benefit ratios of product/technology, equipment, supplies, or service applications in customer experience
- Contributes to pedagogy and product effectiveness by identifying short-term and long-range issues that must be addressed
- Oversee and execute curriculum development and operations of courses and customer curriculum alignments to ensure 100% of requirements are met
- Recruit, hire, train, and manage subject matter experts (SMEs) required for custom curricula projects
- Conduct curriculum quality assurance and incorporate feedback from customers and internal stakeholders
- Collaborate with Pedagogy team members to ensure curriculum and live instruction experiences are closely integrated
- Cultivate an understanding of your customers' business requirements, industry challenges and goals coupled with a strong understanding of how they are using their Advent solutions to maximize adoption, growth, and account retention the trusted advisor role with the customer
- Develop account and engagement plans for Advent customers that outline their critical success factors, metrics for success, potential issues, and dependencies and provide recommendations for each
- Work closely with the Advent Services teams to identify new opportunities

Qualifications for success manager

- Excellent communication skills, external customer communication, but also internal communication, including SR tracking, issue identification and triage escalation protocols
- 1-3 years experience of online advertising experience required
- Important data skills for this role include analyzing data using pivot tables, queries and formulas such as VLookup are a must
- 5-7 years' related work experience, preferably in selling, designing and/or delivering successful consulting engagements
- Customer relationship management experience is required
- Strong collaboration and influencing skills are critical to the success of this role, ability to work successfully through a partner network