



Example of Success Manager Job Description

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Our innovative and growing company is hiring for a success manager. 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 success manager

- O2C Lead as per regional coverage model (assigned account/territory) who represents Order to Cash process knowledge and quality, End to End
- Partner with internal Order to Cash operational teams to develop and deliver training to Stakeholder/Partner/Direct Customer regarding Q2C policies/processes/tools to ensure enablement
- Work in partnership with Sales to maintain understanding of customer operational requirements/business landscape and partner feedback
- Act as a voice of Order to Cash operations on key cross functional initiatives, ensuring input is taken into account along with Stakeholder/Partner/Customer needs
- Analyze operational reports to gain in depth knowledge of business to identify trends
- Identify Ease of Doing Business and operations cost reduction opportunities and consult with Geo Lead/Global Manager
- Engage in assigned customers/partners critical order to Cash related issues and ensure follow through to full resolution
- Provide support to ensure mutually successful fiscal close for the company and our Partners
- Partner Profile/Management
- Ensuring your clients derive maximum value from their investment in Telogis platform products and adopt and consume greater functionality and breadth of the solution, you'll identify and internally communicate new Telogis

Qualifications for success manager

- Ability to use all Office products proficiently, and understand basic terminology around data centers, servers, backup software
- Must be able to take complex client and vendor concepts and articulate them to an audience of varying perception levels
- Strong written and verbal presentation are essential
- Self-starter who is able to own the ongoing success of both large and small clients
- Experience in working with Account teams
- Fluent English local language mandatory