



Example of Success Manager Job Description

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Our innovative and growing company is searching for experienced candidates for the position of success manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for success manager

- Understanding and presenting industry best practices and the evolution of Telogis product and platform functionality, courses and administrative services integral to the customer's success
- Playing a fundamental part in helping clients establish and manage their Change Management/Governance programs
- Supporting and driving the customer renewal process to ensure continuity and a successful renewal outcome
- Providing the Telogis product management team with feedback for the improvement of existing products and the development of future products
- Lead the strategic direction of the integrated success and services portfolio through active competitive and market analysis
- Identify opportunities for new or modified success or service offerings to support strategic plans of the product lines and work cross-functionally to bring those success and service products to market
- Map customer lifecycle and build playbooks for execution
- Represent Customer Success and partner with product line leadership to ensure the success and services portfolio is represented, integrated, and available to customers from the time solutions are purchased, throughout their useful life and beyond the migration to future solutions
- Establish and maintain strong relationships with product line and marketing teams to ensure linkage to all phases of the customer lifecycle
- Drive integration across success and product lines so that success and services become a key component and consideration for VZT's solution value

Qualifications for success manager

- 3+ years managing Customer Success professionals
- Technical capability to learn and become proficient with analytical software
- Functional or technical salesforce.com and Zendesk application knowledge
- Key to this role is being able to articulate value, inspire and sell the Advent story for transforming the investment management industry
- Minimum 5-7 years professional solution/enterprise software selling and/or customer success management experience in technology sales
- Successful experience at account development and large account management