



Example of Success Manager Job Description

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Our 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

- Serve as the subject matter expert in all offerings to product lines and marketing to determine what services are needed to improve the customer experience, ensuring a broad lens in both current and future needs
- Advocate for Success Management and Delivery requirements throughout the product life cycle process by participating in appropriate product line checkpoint and go-to-market meetings
- Collaborate and implement commercialization plans in conjunction with the product lines to ensure success and services are key components of the overall solution and build integrated promotion plans
- Drive customer SaaS implementation success by acting as a trusted advisor to customer and partner during their implementation
- Build C-level relationship with customer executives and help them drive change management to expedite Cloud adoption
- Document lessons learned from engagements and share with the team via different communication channels
- Develop process fundamentals training modules
- Document detailed processes
- Participate in integration of acquired companies / products
- Work with cross-functional teams across CSG, Sales, Pricing, Product, Enablement, DTT on various initiatives

Qualifications for success manager

- 3+ years of experience in account management, customer service, training

- Expert knowledge of MS Office (Outlook, Excel, Word and PowerPoint) and Salesforce.com
- Ability to build authentic business relationships and effectively deal with relational challenges as they come up
- Exceptional customer focus and customer handling skills
- Expert knowledge in Excel, Word, Powerpoint skills