

**CUSTOMER SUCCESS MANAGER – JOB DESCRIPTION**

<b>JOB TITLE</b>	<b>Customer Success Manager</b>
<b>DEPARTMENT</b>	Customer Success Team/ Account Management/ Client Services
<b>REPORTS TO</b>	VP Customer Success
<b>COMPANY</b>	Your Company Name
<b>LOCATION</b>	Dallas, TX
<b>POSITION TYPE</b>	Full-time/ Contract/ Part-time
<b>TRAVEL REQUIRED</b>	Yes, 50%
<b>CONTACT PERSON</b>	Your Recruitment Contact Person

**ROLE SUMMARY**

Customer Success Manager at <<company name>> is responsible for developing customer relationships that promote retention and loyalty. We are a well-established <<SaaS tech>> company focusing on <<helping customers manage their employees>>. A Customer Success Manager has to work with customers to continuously align goals, ensure customers are satisfied with the services and improve on areas that need attention.

If you:

- agree that customer experience is what builds companies
- enjoy speaking to people and have the empathy to understand customers
- are excited to manage a portfolio of growing customers
- are passionate about technology and focus on leveraging it for business growth

Go ahead and apply.

**ROLE AND RESPONSIBILITIES**

1. Create and implement strategies to bring customer value and drive retention and revenue goals
2. Manage team of customer success representatives to track customer behavior, usage patterns, run engagement campaigns and drive customer experience
3. Understand company products and services to identify right engagement/ experience opportunity for customers
4. Establish clear customer experience goals with process and milestones for clients, customer success and other associated teams to work towards driving customer success
5. Proactively engage customers at risk, identify root cause and devise retention strategy
6. Identify product usage patterns, drop in customer engagement and other filters to assess customer health and concern areas
7. Manage customer feedback and complaints effectively to continuously enhance customer experience
8. Ensure successful onboarding of new accounts/ users by setting objectives, driving higher product adoption and deriving first-time value
9. Optimize existing processes within the company to actively enhance customer success initiatives

## **SKILLS AND QUALIFICATIONS**

1. 3-5 years of experience in customer success, account management, relationship management or similar role
2. Experience working with SaaS organizations and promoting value through customer experience
3. Empathetic, positive attitude with a desire to help our customers reach their goals
4. Exceptional ability to communicate and foster positive business relationships
5. Strong analytical skills, with the ability to translate data into insights
6. Ability to establish milestones, stay organized and drive outcomes
7. Results-driven mentality, with a bias for speed and action