

CUSTOMER SUCCESS MANAGER – JOB DESCRIPTION

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