

CUSTOMER SUCCESS REPRESENTATIVE – JOB DESCRIPTION

JOB TITLE	Customer Success Representative
DEPARTMENT	Customer Success Team/ Account Management/ Client Services
REPORTS TO	Customer Success Manager
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 Representative at <<company name>> is responsible for managing customers on day-to-day basis. Tracking customer activities and flagging red alerts to higher management. We are a well-established <<SaaS tech>> company focusing on <<helping customers manage their employees>>. A Customer Success Representative to have an eye for detail, should manage customer reports and dashboard and be empathetic towards customer concerns. The representative need to be a consistent performer in his/ her area of work.

If you:

- believe in providing high satisfaction and great customer experience
- are self-driven and passionate about working with clients
- have an eye for details and committed to performance

Go ahead and apply.

ROLE AND RESPONSIBILITIES

1. Manage client portfolio, drive customer satisfaction and retention
2. Track contract renewals and strategize to find upsell/ cross-sell opportunities
3. Track customer product usage, stakeholder engagement and other touch point parameters regularly
4. Pay attention to customers' details and complaints. Highlight any fluctuation in user behavior, flag any critical ticket raised and/ or any other escalations
5. Create, manage and track customer data using online tools. Generate reports and present to senior management on client portfolio behavior and performance
6. Provide customer training and education on company product and service

SKILLS AND QUALIFICATIONS

7. 2-5 years of experience in SaaS space
8. Experience in customer success, relationship manage or account management
9. Strong verbal and written communication skills
10. Well versed with customer success, CRM and related tools
11. Proactive and should have eye for detail
12. Should be a team player