

Customer Success Manager

About the job

- In this section, include information about your business and how it operates. Consider including: company size, mission, history, and products.
- Give a high-level overview of the role and why it matters in your business.

SAMPLE TEXT

COMPANY NAME is a remote-first company, with 180 employees working from 80+ cities all over the world. Our mission is TO DO WHAT WE DO. Founded in YEAR, we serve Z customers globally.

As a customer success manager, you will actively lead a group of customers on their journey from implementation onward. You'll be the guide to our customers in helping to achieve both their short-term and long-term goals. COMPANY NAME customer success managers wield proven expertise in building deep relationships and translating significant, complicated customer needs into straightforward, measurable solutions.

Key responsibilities

- Provide a summary of what the person should expect to do when coming into the role.
- Describe the anticipated scope of work.
- Mention specific tasks that differentiate this role from other roles in support.

SAMPLE TEXT

You will be working directly with our customers to understand their needs and guide them on how best to use our product to accomplish their goals. Here are some of the specific tasks you'll work on:

- Drive expansion and adoption of our software and services.
- Manage the onboarding process for each new customer from technical evaluation onward.
- Assist the sales team in driving and managing renewals.
- Provide critical insights to the product team as a means to improve our developing platform.
- Maintain customer health and sentiments, and introduce new, valuable features as they become relevant on the customer journey.

SAMPLE TEXT

- Educate champions and their teams on the value of our product, and help uncover use cases before they become emergencies.
- Build relationships with executive decision makers.
- Generate trust and credibility at multiple levels in existing accounts after purchase and through the sales cycle.
- Guide new customers through a systematic onboarding process to facilitate making decisions around their needs and goals.
- Contribute to initiatives outside of customer conversations that better the customer experience, both low-touch and high-touch.
- Work cross-functionally with product, sales, and support team members to foster a strong sense of community and information sharing.

Skills and qualifications

- Alternate titles include “You’d be a great fit if..” and “Our ideal candidate...”
- This list should help people judge their own skills against the role’s requirements
- Only list skills that are crucial. If something is “nice to have” include it in a separate section
- Take the opportunity to sell the role to potential applicants

SAMPLE TEXT

- A minimum of X years in software customer experience management.
- A scrappy mentality—you wear many hats and are willing to get your hands dirty.
- Technical curiosity or experience—interested in becoming an expert in a specialized product for technical teams.
- A proven ability to educate and build relationships with executive decision makers.
- A proven track record of achieving product adoption and expansion within your book of business.
- Excellent creative and critical thinking skills—you come up with preemptive solutions before the problems exist.
- Strong communication and presentation skills—much of our day-to-day is spent thinking of and presenting solutions to customers.
- An adaptable nature, willingness, and ability to shift strategies on a dime to meet the needs of customers.
- Proven ability to manage multiple complex customer journeys at once.

Additional sections to consider

- Benefits that are included with the position.
- Salary details.
- Information about the company and the team itself, such as the company culture or mission statement.
- Glassdoor ratings.
- Diversity and Inclusion statement.
- Perks of working for the company.
- Information about the company's fiscal stability—for instance, did you just get a round of funding?
- What the interview process will look like.
- Where candidates can find you on social media or contact you with other questions.
- Partners with whom your customer support team works closely.
- Testimonials from employees or customers.

SAMPLE TEXT

Benefits

- Salary range \$X to \$Y dependent on skills and experience
- Flexible vacation, a minimum of 20 days per year
- 12 weeks of paid parental leave, including adoption and foster care
- 401k with 1% match
- \$1,000 annual personal development stipend

Why COMPANY NAME?

- We're remote first.
- We're a certified B Corporation.