



<https://invoay.com/job/customer-success-manager/>

Customer Success Manager

Description

We are seeking a highly motivated and customer-focused individual to join our team as a Customer Success Manager. In this role, you will be responsible for building strong relationships with our customers, ensuring their satisfaction and retention, and identifying opportunities to grow their business using our products and services.

Responsibilities

- Responsibilities:
 - Build and maintain strong relationships with customers, acting as their main point of contact and ensuring their satisfaction and retention
 - Develop and execute customer success plans, identifying opportunities to increase product adoption and drive customer success
 - Collaborate with cross-functional teams (including sales, product, and support) to ensure seamless customer experience
 - Identify and resolve customer issues, providing timely and effective solutions
 - Provide regular reports on customer health, engagement, and retention to the senior management team
 - Stay up-to-date with the latest industry trends and best practices, and make recommendations for new initiatives to enhance customer success

Requirements:

- Bachelor's degree in business, marketing, or a related field
- Proven experience in customer success, account management, or a similar role
- Strong customer-focused mentality, with a passion for building relationships and driving customer success
- Excellent communication and interpersonal skills, with the ability to build and maintain relationships with key stakeholders
- Strong analytical and problem-solving skills, with the ability to identify and resolve customer issues
- Experience with CRM software and analytics platforms
- Ability to work independently and in a team environment

Qualifications

- 3+ years of experience in customer success, account management, or a similar role
- Experience working with SaaS products or a similar technology-based industry
- Strong communication, relationship-building, and problem-solving skills
- Experience working with CRM software and analytics platforms
- Ability to work independently and in a team environment

Hiring organization

Invoay Software

Employment Type

Full-time

Job Location

Noida, India

Date posted

20 February 2023

Job Benefits

- Competitive salary package
- Comprehensive health and wellness benefits
- Opportunities for career growth and advancement within the company
- Collaborative and supportive work environment
- Chance to work with a dynamic and passionate team

If you're a customer-focused individual with a passion for building relationships and driving customer success, we want to hear from you! Please apply with your resume and cover letter today.

Invoay is an equal opportunity employer and welcomes candidates from all backgrounds. We thank all applicants for their interest; however, only those selected for an interview will be contacted.