**CS Manager Example Job Description**

Here's a template job description for a \*\*Customer Success Manager (CSM)\*\* role in a B2B services organization with a mixture of services and software product offerings:

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## Job Title: Customer Success Manager (CSM)

**Location:** [Insert Location - Remote/Onsite]

**Company Overview:**

[your company overview].

**Role Overview:**

As a Customer Success Manager at [Company Name], you will be the key advocate for our customers, ensuring they derive maximum value from our products and services. You will act as the bridge between our clients and internal teams, focusing on fostering long-term relationships, driving product adoption, and identifying opportunities for growth as a single point of contact across all offerings.

## Key Responsibilities:

**1. Customer Onboarding and Implementation:**

* Lead the onboarding process for new customers, ensuring a smooth and successful implementation of our software and services.
* Develop tailored success plans for customers, aligning our offerings with their business objectives.

**2. Customer Relationship Management:**

* Build and nurture strong, long-lasting relationships with key customer stakeholders.
* Act as a trusted advisor by understanding their business challenges and goals and recommending solutions to enhance their experience and success.

**3. Product Adoption and Education:**

* Drive adoption of our products and services by collaborating with our services and product teams to provide customers with best practices, training, and resources.
* Conduct regular check-ins and quarterly business reviews (QBRs) to assess progress against customer goals and maximize ROI.

4. **Customer Advocacy and Feedback:**

* Serve as the voice of the customer within [Company Name], providing insights to product, marketing, and sales teams to inform product roadmap decisions.
* Proactively identify and mitigate potential risks to customer satisfaction and retention.

**5. Account Growth and Upsell:**

* Identify expansion opportunities and collaborate with the sales team to drive upsell and cross-sell initiatives.
* Develop strategies to increase customer lifetime value by aligning our offerings with customer needs.

**6. Performance Tracking and Reporting:**

* Monitor key customer health metrics and usage data to proactively address potential issues.
* Provide regular reports on customer satisfaction, product adoption, and success stories.

## Qualifications:

**Requirements:**

* Minimum of [3 years] of proven experience as a Customer Success Manager or in a similar client-facing role in a B2B SaaS or services organization.
* Strong understanding of account management, relationship building, and product adoption strategies.
* Exceptional communication skills with experience leading customer-facing communication with [customer role level].
* Experience working with cross-functional teams, including sales, services or consulting, customer support, product, and marketing.
* Experience establishing and tracking data-driven customer experience measures to inform account strategies.
* Ability to work independently and manage multiple accounts simultaneously.

**Preferred Skills:**

* Familiarity with CRM and customer success tools, particularly [company tools (e.g., Hubspot, Salesforce)].
* Experience in [industry/sector] and an understanding of [specific software/technical skills].