



Job Description

Job Title: Customer Success Manager
Reports to: President
Direct Reports: 2
Location: Roswell, GA (N. Fulton County)

This position is responsible for providing a leadership role in Account Management and Customer Technical Support.

We are looking for a technically savvy Customer Success Manager who possess a strong drive for results. The Customer Success Manager will have responsibility for a broad range of tasks such as maintaining ongoing customer relationships and networking, implementing success training programs, contributing to sales, onboarding and training clients. You should also be able to provide insights on client-to-business interactions, improve the customer experience through product support, and handling customer complaints and requests.

Customer Success Manager Responsibilities

- Develop and manage account portfolios
- Sustain business growth and profitability by maximizing value
- Analyze customer data to improve the customer experience
- Hold product demonstrations for customers
- Improve the onboarding process
- Evaluate and improve customer tutorials and Help Center
- Mediate between clients and the organization
- Handle and resolve customer requests and complaints
- Aid in product design and product development

Customer Success Manager Requirements

- Highly organized and able to multi-task
- Self-driven and pro-active nature
- Excellent communication and interpersonal skills



- Demonstrate leadership qualities
- High computer literacy and ability to learn new software
- Knowledge of customer success processes
- Experience in document creation
- Patient and active listener
- PASSION for service

Required Travel:

- Estimated travel for the role is less than ~15% per year.

Position Type and Expected Hours of Work

- This is a full-time position, and hours of work can vary.