**Position description**

**Customer Success Manager**

**Name:** Vacant

## 

## Job Details

At [Company X], client value is our top priority. We’re looking for a dedicated and personable customer success manager to work with client accounts and ensure they successfully deploy, adopt and utilise our service. The ideal candidate will have a passion for helping others and a drive for providing exceptional customer service. Applicants should also be proficient with audits, spreadsheets, and other productivity software. Apply today and help us build meaningful, long-lasting relationships that move our business forward.

**Reporting to:** Vacancy

**FTE:** 1

## About the company

This job description is from a Sales organization template modelled for a typical midsized enterprise B2B SaaS. (E.g. ~100-125 employees, ~Series B fundraising completion, ~$5-$25M ARR). Job roles and accountabilities are a guide only based on Functionly's org design team experience and research. Salary is a guide only, and intended to be in $AUD, sourced from mean salaries within the $5-$25M ARR band from Think & Grow 2021/22 Australian Startup Salary Guide. USA customers could try use https://topstartups.io/startup-salary-equity-database/ data to find market salary data within different categories. <Replace with your own information>

## Roles and responsibilities

Customer Success Manager -

* Product Education and Training
  + Train clients to use and value the implemented offering
* Account Growth
  + Run up-selling and cross-selling initiatives
  + Collaborate with sales teams to identify new sales opportunities
  + Provide the account data analysis and reporting
* Account Relationship Management
  + Provide regular customer feedback on performance reporting, value delivered and measurements of success
  + Act as the first point of contact for customer requests
  + Engage with senior decision makers, maintain positive relationships and proactively increase the influence of our organization
* Quarterly Business Review Management
  + Produce QBR collateral (agenda items, ROI of our offering, benchmark data and other relevant information)
  + Run regular QBRs with key customers
  + Establish QBRs guidelines and governance structures
* Account Product Feedback
  + Document and organize product feedback from customers
  + Solicit formal and informal feedback on the organization's offerings

## Accountable metrics

* CSM: Assigned accounts CSAT
* CSM: Assigned accounts Health Score
* CSM: Quota attainment (upsell/cross-sell/renewal)

## Compensation guide\*

* AUD $87,000 (base only)

[signature block]

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_

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