

YOUR CAREER AS A CUSTOMER SUCCESS MANAGER

Welcome to **Customer Success!** Maybe you were looking to take this path from the start or maybe you found yourself gravitating towards Customer Success after time as an Account Executive. In this post sales role you will be focusing on onboarding, implementation, training, support, and renewals.



RESPONSIBILITIES



- Onboard all new customers
- Increase customer engagement and adoption
- Provide initial technical support
- Run demos in tandem with the Sales Team
- Implementation of new software products
- Consultative approach to product management and problem solving
- Manage the day to day relationship
- Nurture long term relationships

OUR GUIDE TO BEING A CUSTOMER SUCCESS MANAGER

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QUALIFICATIONS



- Positive attitude towards problem solving
- Experience with onboarding or implementation
- Consultative approach towards renewals and upsells
- Client facing experience
- Ability to build strong relationships quickly
- Successful track record of attaining goal based metrics (ex. client retention rate)
- Familiarity with domains and SaaS products

LET'S CONNECT!



San Francisco, New York City,
Austin, Chicago, Los Angeles

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BETTS TIPS



- When looking to move from a separate division to a CSM role it is easier to do so internally rather than jumping to a new company. This allows you to showcase your knowledge of product without wading into the deep end.
- Be exceptionally detail oriented when interviewing to showcase to Hiring Managers the level of attention you give your Customers and how you will perform
- Practice asking important and inquisitive questions that allow you to get to the root of the problem as quickly as possible while understanding the full scope of the problem.
- Think creatively when it comes to negative client experiences - how can you best problem solve and turn the relationship around?
- Listen to clients the way you wish someone would listen to you. In order to build genuine relationships you need to have your client trust you so that you can be seen as a trusted advisor and not as the dreaded car salesman.

PRACTICE MAKES PERFECT



- Understanding goals and success metrics and turning them into actionable steps
- Building confidence and trust with client accounts
- Consultative selling and delivering proactive recommendations

CSM SALARIES



- San Francisco, CA - \$90-130K | \$110-150K*
- New York, NY - \$80-100K | \$120-140K
- Austin, TX - \$80-100K | \$100-130K
- Chicago, IL - \$70-100K | \$100-130K
- Los Angeles, CA - \$80-100K | \$100-130K
- Denver, CO - \$70-100K | \$100-130K

* Base | OTE. OTE refers to On Target Earnings