



Client Success Hub

## Sample Client Success Manager Job Description

### Client Success Manager

**Location:** [Your Location or Remote]

**Reports to:** [Position Title]

**Type:** [Full-time / Part-time / Contract]

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### About the Role

We're looking for a proactive, customer-focused Client Success Manager to join our team. You'll be the voice of the customer and play a key role in driving retention, satisfaction, and growth. Your mission is to ensure customers achieve their desired outcomes and become loyal advocates.

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### Key Responsibilities

- Manage onboarding, adoption, and ongoing engagement of customers.
- Build strong relationships through regular check-ins and personalized support.
- Monitor customer health scores and usage data to identify risks and growth opportunities.
- Collaborate with Sales, Product, and Support teams for seamless customer experiences.
- Drive renewals and identify upsell or cross-sell opportunities.
- Collect and communicate customer feedback to influence product and service improvements.
- Track and report on key metrics such as churn, NPS, and customer satisfaction.

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### Qualifications

- Proven experience in client success, account management, or related roles.
- Strong communication and interpersonal skills with a customer-first mindset.
- Ability to analyze data and act on insights.
- Problem-solving skills and adaptability in a fast-paced environment.



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- Familiarity with CRM and customer success tools (e.g., Salesforce, Gainsight).
- Experience in [your industry] is a plus.

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### What We Offer

- Competitive salary and benefits package.
- Opportunity to work with a dynamic, growing team.
- Career growth and professional development.
- Flexible work arrangements.

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### How to Apply

Send your resume and cover letter to [email address]. Please include “Client Success Manager Application” in the subject line.