

## Customer Success Executive

We are seeking a Customer Success Executive to join our team at Confirmation.com in the Brentwood, TN location. The primary role of the Customer Success Executive is to drive adoption of Confirmation.com offerings within a named region or segment of United States headquartered accounting firms. This includes actively training and communicating best practices to key members of the accounting firms.

### Responsibilities

- Implement and execute a named region or segment strategy to achieve revenue growth objectives on named solutions (bank, legal, ARAP, EBP, etc.).
- Expand adoption and awareness through actively training firm users.
- Develop and plan joint trainings and (virtually) attend client meetings.
- Execute ongoing account growth strategies to increase awareness and adoption within assigned accounting firms.
- Build and expand partner and consultative relationships with senior members of key clients through sharing best practices and articulating our solution value.
- Work with Marketing to drive strategic initiatives, programs, messaging and campaigns within region or segment strategy.
- Develop detailed understanding of solution in order to actively train users and demo product to prospective new users.
- Possible onsite attendance for tradeshow, user groups, and key conferences within a named region or segment.
- Additional responsibilities will evolve based on the changing needs of our clients and industry.

### Preferred Skills

- A positive attitude and the ability to embrace change.
- Software as a Service technology experience and knowledge.

### Qualifications

- 4 year degree (BA, BS, etc.) preferred.
- 2 + years of customer support, sales and/or account management experience preferred.
- Accounting or Banking background preferred.

### Compensation

- Compensation commensurate with experience and education.

### About Confirmation.com

Confirmation.com is the world's leading provider of secure online audit confirmations. Today, more than 16,000 audit firms use Confirmation.com to send audit confirmation requests to companies, financial institutions and law firms worldwide. For more information, visit [Confirmation.com](http://Confirmation.com)