



Customer Success Executive

We are seeking a Customer Success Executive to join our team at Confirmation in our Brentwood, TN location. The primary role of the Customer Success Executive is drive adoption of Confirmation offerings within a named region or segment of United States headquartered accounting firms.

Responsibilities

- Learn, and become a solution expert, in demonstrating our technology solutions and communicating our value to users (auditors).
- Implement and execute a named region or segment strategy to achieve revenue growth objectives on named solutions (bank, legal, ARAP, EBP, etc.).
- Execute ongoing account growth strategies to increase awareness and adoption within assigned accounting firms.
- Work cross-functionally with other Confirmation teams to drive strategic initiatives, programs, messaging and campaigns.
- Lead sales process mapping program to determine operational areas of improvement.
- Develop and execute reporting strategies leveraging Salesforce.com and other tools.
- Work with other Confirmation teams and global office locations to share, quantify and scale sales best practices.
- 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.
- Knowledge or expertise in Salesforce, Excel, SQL and SCRUM.

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

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

Apply on our website or send resume to careers@confirmation.com.