

**Position Title:** Customer Success Consultant  
**Position reports to:** Head Of Customer Success  
**Direct Reports:** N/A  
**Office Location:** Adapt IT Johannesburg Campus

## PURPOSE OF THE POSITION

The Purpose of the position is to be consistent with Customer engagement within the Telecoms division and support.

## PRIMARY RESPONSIBILITIES FOR THE ROLE

- Consistent customer engagement through:
- Execution of retention models
- Proactive customer meetings
- Understanding the customers' expectations
- Addressing their challenges
- Driving product adoption and value derived from the solution
- Reporting and presenting to customer stakeholders
- Being seen as the customers' trusted advisor
- Aligning processes and needs to their business models
- Training
- Identifying risks and opportunities
- Managing escalations
- Provide input to product development and roadmap
- Engage with internal stakeholders, related to risks, opportunities, support, marketing and escalations
- Delivery on internal stakeholder initiatives
- Develop key relationships both internally and externally

## MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Degree or relevant diploma
- Minimum 2 years' experience in customer service / consulting / experience
- Experience in Telecoms an advantage

## DESIRED SKILLS AND QUALITIES

### Personal Attributes and Qualities

- Excellent verbal and written communication
- Strong customer liaison skills
- Confident engaging with all levels in customer environments
- Service orientated
- Good presentation skills
- Fast learner, specifically in software solutions

- Good technical understanding ability
- Understanding of business operating model and processes
- Proactive and self-managed
- Ability to compile business reports and presentations

Contact Person: [Nomzamo Skosana](#)

Apply Here: <https://www.dittojobs.com/jobs/view/940425674>

Vacancy Status: [Open](#)