

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

### PURPOSE OF THE POSITION

Retain revenue and customers through high levels of customer experience and service.

### PRIMARY RESPONSIBILITIES FOR THE ROLE

#### Management of Customer Success Centre and Onboarding team:

- SLA Management and escalations
- Onboarding of new customers
- Proactive initiatives with end-customer
- Training and training roadmap
- Develop customer feedback strategy and execution thereof
- Ensure data validations actioned and issues resolved
- Reporting

#### Management of Customer Success Consultants team:

- Execute on retention strategy
- Ensure consistent customer engagement
- Show value of software and service offering
- Identify and mitigate risks
- Manage escalations
- Reporting
- Evaluate and implement onboarding and support efficiencies
- Develop innovative customer experience methodologies
- Provide input to product development and roadmap
- Delivery on internal stakeholder initiatives
- Develop key relationships both internally and externally
- Support Internal Mentorship Program

### MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

Degree or relevant diploma

Minimum 5 years' experience in customer service / success / experience

Minimum 2 years' experience in people management

Experience in Telecoms an advantage

### DESIRED SKILLS AND QUALITIES

#### Personal Attributes and Qualities

- Business process management
- Fast learner, specifically in software solutions
- Good technical understanding



- Proactive and self-managed

Contact Person: [Nomzamo Skosana](#)

Apply Here: <https://www.dittojobs.com/jobs/view/2128639642>

Vacancy Status: [Open](#)