



Position: Customer Success Specialist

Job Location: Chennai, Tamil Nadu

Greetings from SurveySparrow!

If you are ready to take on challenges, solve problems and have an unbeatable passion for building and creating things, join us. At SurveySparrow, we always seek people with a keen eye, smart brains, creative thoughts, and a big heart. Sounds like a place you would want to invest their career in?

A happy tribe doing what we love and loving what we do!

What is SurveySparrow?

SurveySparrow is an omnichannel experience management platform that helps you refine experiences end to end. It helps you create engagements, inspiring performances, and achieve solutions- all through the power of surveys.

Know more about us [here](https://youtu.be/_aGCHIDkvm0). https://youtu.be/_aGCHIDkvm0.

Why SurveySparrow?

We have a unique work culture in place that screams the personality of our brand, and we ensure the growth of our employees as the company soars high. Here's a blog from our founder that would give you an insider peek of what we have in store for you:

<https://surveysparrow.com/blog/why-we-built-culture-codes/>

So, you are not just a part of our workforce, you are family, and we value you.

Job Description

We're on the lookout for Customer Success Specialist who will roll up their sleeves and be a part of our team from inside the trenches. You will help craft the company's customer success strategies, building strong relationships with customers and collaborating with cross-functional leaders internally to deliver consistently excellent customer experiences.

Our ideal candidate is passionate about using analytical skills to identify problems, find solutions, and improve relationships. To succeed in this role, you should have a strong empathy for customers and passion for growth.

Responsibilities

- Be the Single point of contact for your customers post-sales.
- Training and on-boarding customers.
- Build a relationship with your key accounts and the stakeholders, and ensure customers have the optimal experience with SurveySparrow.



- Work closely with sales teams and sales leaders to assist in winning business and ensuring that clients are successful.
- Conduct quarterly business reviews with your customers.
- Initiate regular meetings with your customers.
- Showcase newly released features and maximize the usage of relevant features.
- Share the product roadmap with the customer when needed and help the product team with early feedback.
- Collect customer requirements/feedback and bring that back to the product and engineering team.
- Monitor user/account health score
- Identify upsell opportunities and ensure renewals.
- Control churn.

Requirements

- Active listening skills and Effective communication.
- Excellent verbal and written communication skills.
- Strong empathy for customers and passion for growth.
- Flexibility in working in different shifts/regions including the night shift is mandatory.
- Result-oriented and has great attention to details.