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Google Careers Jobs – Free Job Alert – Customer Success Manager Private Jobs

Hiring organization
Google

Job Location

India

Remote work from: IN; US; AU; NZ; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; DK; FR; DE; GR; NL; RU; ES; CH; UK; GB; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

Date posted
April 13, 2024

Valid through
31.12.2024

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Base Salary

USD 23 - USD 30

Qualifications

Graduate

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Employment Type

Full-time

Description

Google Recruitment 2024

About Google

At Google, our mission is to organize the world's information and make it universally accessible and useful. We create products that help billions of people around the world every day, from Search and Gmail to Android and Google Cloud. We're a company that values innovation, collaboration, and making a positive impact on the world.

Why Join Us as a Customer Success Manager?

In this dynamic role, you'll be the heart and soul of the customer experience for Google's industry-leading products. As a Customer Success Manager (CSM), you'll become a trusted advisor, partnering with our clients to unlock the full potential of Google's offerings and achieve their business goals.

This remote position allows you to work from anywhere with a strong internet connection, fostering a healthy work-life balance while contributing to a global mission. You'll join a collaborative team of passionate individuals dedicated to customer success, where your ideas and contributions are valued.

Position: Remote Customer Success Manager

Location: Remote – US (Open to applicants authorized to work in the US)

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Job Summary

As a Customer Success Manager at Google, you'll play a pivotal role in building and maintaining strong relationships with our valued clients. You'll be a customer advocate, consultant, and problem-solver rolled into one, ensuring a smooth onboarding experience and maximizing the value they derive from Google products.

Your day-to-day responsibilities will include:

- Partnering with clients to understand their unique business needs and challenges.
- Developing and executing customized success plans tailored to each client's goals.
- Proactively identifying and addressing roadblocks to ensure successful product adoption.
- Providing ongoing guidance, training, and support to empower clients to leverage Google's products effectively.
- Regularly monitoring key metrics and reporting on client progress and success.
- Identifying opportunities to expand client relationships by recommending additional Google solutions.
- Collaborating cross-functionally with internal teams (Sales, Engineering, Product) to ensure seamless client support.

Key Responsibilities

- Develop strong relationships with assigned clients, becoming a trusted advisor and advocate.
- Conduct in-depth consultations to understand client needs, goals, and pain points.
- Craft customized success plans that align with client objectives and Google's product offerings.
- Proactively identify and resolve challenges to prevent roadblocks and ensure client satisfaction.
- Deliver impactful product training and workshops to enable client teams to use Google products effectively.
- Track and analyze key metrics to measure client success and identify areas for improvement.
- Communicate effectively with clients, both verbally and in writing, to ensure clear and concise communication.
- Collaborate with internal teams across Sales, Engineering, and Product to deliver exceptional client service.
- Stay up-to-date on Google's product roadmap and identify opportunities to introduce new solutions to clients.

Required Skills and Qualifications

- Bachelor's degree in Business Administration, Marketing, Communications, or a related field (or equivalent experience).
- Minimum 2+ years of experience in a customer success or account management role.
- Proven track record of building and nurturing strong client relationships.
- Excellent communication and interpersonal skills, with the ability to connect

and build trust with clients at all levels.

- Strong analytical and problem-solving skills, with a focus on driving client success.
- Expertise in project management and the ability to manage multiple priorities effectively.
- Proficiency in using CRM and other relevant software tools.
- A passion for Google's products and a desire to help clients unlock their full potential.

Experience: Fresher or Experienced?

We welcome applications from both experienced CSMs and enthusiastic individuals with a strong foundation in customer service or account management.

For experienced professionals (2+ years), a demonstrably successful track record in exceeding customer expectations and driving measurable results is a plus.

For those with less experience, we value your eagerness to learn, strong communication skills, and a passion for building relationships.

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Why Join Google?

- **Make an Impact:** Be part of a team that's shaping the future of technology and information access.
- **Work on Cutting-Edge Products:** Support clients in utilizing Google's industry-leading software solutions.
- **Remote Work Flexibility:** Enjoy a healthy work-life balance with the freedom to work from anywhere in the US.
- **Collaborative Culture:** Learn and grow alongside a supportive and talented team of individuals.
- **Competitive Benefits Package:** Health insurance, paid time off, parental leave, and more.
- **Professional Development Opportunities:** Continuous learning and growth through workshops, conferences, and internal training programs.

Application Process

To apply, please submit your resume and a cover letter expressing your interest in the Remote Customer Success Manager position.

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