

# Associate Customer Success Guide

Role Title: Associate Customer Success Guide

Location: Dublin, Ireland

**Our #GoodIntention is that you feel supported to be your true self in our team, bringing your way of inspiring customers into everything you do, learning and growing together to help us help even more people love what they do too!**

As a Customer Success Guide, you are passionate about helping clients to adopt Salesforce products and realize their full value and potential. You will engage with customers across multiple industry segments, delivering success programs and offering expert guidance to Salesforce customers. You will partner with other Salesforce teams, Portfolio Leaders, Success Managers and Sales to understand the accounts and how best to help your customers. Success Guides play a crucial role in providing the right recommendation at the right time, enabling customer value realisation at scale.

**The ideal Success Guide** is organised, agile, and passionate about Customer Success. You really enjoy presenting and engaging an audience virtually. You are naturally curious about technology with a flair to understand customers pain points and business challenges. Using your expert knowledge and communication skills you deliver value based outcomes for our customers. Your best day at work is when you have really helped someone now love Salesforce as much as you do!

**If you love learning about software we can't wait for you to start!**

## Responsibilities

- Deliver virtual expert coaching engagements to educate and empower our customers to achieve Business Value through the Salesforce Platform:
  - Share your expertise and best practices
  - Explain and deliver the product & business value and how these values drive customer decisions.
  - Offer tailored advice and insights to the customer in order to help them maximize current ROI and make them aware of the added value of other Salesforce products.
  - Share customer stories and use cases they can relate to, to showcase the value and impact of Success Engagements.
  - Uncover customer issues, identify risks of adoption and provide a tailored plan of action.
- Partner closely with other cross-functional team members to translate business needs and product requirements into new solutions for customers.
- Engage in open dialogue with customers regarding ways to improve and expand user engagement, and to solicit feedback in order to improve our product and service offerings.
- Proactively identify risk areas, scope and customer expectations that could impact successful delivery, during the product testing and review of released features.
- Commitment to continuous learning through certifications and program badges

## Preferred Qualifications & Experience

- Advanced English language skills. An additional European language is a nice to have.
- Minimum 3-5 years relevant work experience helping customers to achieve business value through technology.

- Working knowledge of core business processes (Sales, Marketing, Service, Support) and understanding of industry best practices.
- Preferred experience working in a customer facing role
- Working knowledge of a CRM platform suite and applications (Salesforce preferred).

### **Preferred Skills & Abilities**

- Good customer-facing presentations and engagements
- Good communication and presentation skills
- Able to handle objections, prioritise customer issues and to effectively drive resolution and program success.
- Able to collaborate with teams of all shapes and sizes while also being able to work independently as a self-starter.
- Proven ability to manage time and prioritise activities while performing effectively under pressure.

### **Physical Movements**

Because this role does not require employees to travel to customer locations, physical movement to perform this role is considered to be limited to the ability to competently use a laptop / PC / phone.

### **Physical Environment**

Modern workplace office environment which is accessible to those with reduced mobility. We are happy to provide more detail if required. Currently, under the covid restrictions, all employees are working remotely and it is expected that you have access to a suitable working from home environment.

### **Type of Workload Involved**

Success Guides workload can vary from day to day and will mostly depend on customer demand and customer availability. The workload mostly comes in the form of Success Program requests. These are cases that are assigned to you depending on your field of expertise and experience. Cases contain all the relevant customer information and are the system of record for all activities throughout the lifecycle of the customer engagement.

**Accommodations** - If you require assistance due to a disability applying for open positions please submit a request via this Accommodations Request Form.

Salesforce, the Customer Success Platform and world's #1 CRM, empowers companies to connect with their customers in a whole new way. The company was founded on three disruptive ideas: a new technology model in cloud computing, a pay-as-you-go business model, and a new integrated corporate philanthropy model. These founding principles have taken our company to great heights, including being named one of Forbes's "World's Most Innovative Company" five years in a row and one of Fortune's "100 Best Companies to Work For" eight years in a row. We are the fastest growing of the top 10 enterprise software companies, and this level of growth equals incredible opportunities to grow a career at Salesforce. Together, with our whole Ohana (Hawaiian for "family") made up of our employees, customers, partners and communities, we are working to improve the state of the world.

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## Posting Statement

At Salesforce we believe that the business of business is to improve the state of our world. Each of us has a responsibility to drive Equality in our communities and workplaces. We are committed to creating a workforce that reflects society through inclusive programs and initiatives such as equal pay, employee resource groups, inclusive benefits, and more. Learn more about Equality at Salesforce and explore our benefits.

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Salesforce welcomes all.