

# CUSTOMER SUCCESS MANAGER – AI SOLUTIONS

Prepared by Lucent Search  
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# Customer Success Manager

## Job Title: Customer Success Manager - AI Solutions

### Location:

[Location] (Opportunities for remote/hybrid/flexible work available)

### Reports to:

Head of Customer Success or Director of Customer Experience

### Role Purpose

Join [Company Name], a pioneering leader in the artificial intelligence sector, as our Customer Success Manager. Based in [Location], we offer flexible work arrangements to support your professional and personal life. In this role, you will ensure our AI-driven customers achieve their desired outcomes by effectively managing their journey with our cutting-edge AI products and services. Your dedication to customer satisfaction and deep understanding of AI technologies will play a pivotal role in fostering long-term relationships, driving user adoption, and contributing to our company's growth and innovation in the AI landscape.

### Company Overview

- **About Us:** [Company Name] is at the forefront of the artificial intelligence industry, dedicated to developing innovative AI solutions that transform businesses and industries. Our portfolio includes advanced machine learning models, natural language processing tools, and intelligent automation systems designed to solve complex challenges.
- **Our Culture:** Recognized as one of the top employers in the tech and AI sectors, we pride ourselves on our inclusive and diverse work environment. We foster a culture of collaboration, continuous learning, and technological excellence, encouraging our team members to push the boundaries of what's possible with AI.
- **Achievements:** Our commitment to innovation and customer success has earned us numerous awards, including [Specific Awards], and recognitions such as [Industry Recognitions]. We are trusted partners to leading enterprises globally, driving digital transformation through our AI expertise.

### Key Responsibilities

- **AI Customer Onboarding:** Lead new AI-focused clients through the onboarding process, ensuring seamless integration and effective implementation of our AI solutions within their existing workflows and systems.
- **Relationship Management:** Develop and maintain strong, long-term relationships with customers, understanding their unique AI needs and providing customized strategies to maximize the value and impact of our AI products.
- **AI Product Training:** Design and deliver comprehensive training sessions and workshops on our AI technologies, including machine learning algorithms, data analytics platforms, and AI-driven automation tools, to empower customers to utilize our solutions effectively.

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- **Proactive AI Support:** Monitor customer usage and engagement with our AI products, leveraging data analytics to identify potential issues or opportunities for optimization, and proactively address them to enhance customer satisfaction.
- **Feedback Collection and AI Insights:** Gather and analyze customer feedback specifically related to our AI offerings, collaborating with the product development team to inform enhancements and drive continuous improvement of our AI solutions.
- **Renewals and AI Upsells:** Manage contract renewals and identify opportunities to upsell advanced AI features, additional modules, or complementary AI services to existing customers, driving revenue growth.
- **Cross-Functional Collaboration:** Partner with sales, marketing, product, and engineering teams to ensure customer needs are effectively communicated and addressed, particularly in the context of evolving AI technologies and market demands.
- **Performance Metrics and AI Analytics:** Track and report on key customer success metrics related to AI adoption, user engagement, and ROI, providing actionable insights and recommendations to enhance overall customer experience and success.
- **AI Problem Resolution:** Serve as the primary point of contact for resolving complex customer issues related to our AI products, coordinating with technical teams to ensure timely and effective solutions.
- **Documentation and Knowledge Management:** Maintain detailed and accurate records of customer interactions, feedback, and support activities within our CRM and knowledge management systems, ensuring information is accessible and actionable for the team.

## Required Skills and Qualifications

- **Experience:** Minimum of [X] years in a customer success, account management, or related role within the AI, technology, or software sector, with a proven track record of managing enterprise-level AI clients.
- **Communication:** Exceptional verbal and written communication skills, with the ability to articulate complex AI concepts to both technical and non-technical stakeholders effectively.
- **Problem-Solving:** Strong analytical and problem-solving abilities, particularly in diagnosing and addressing challenges related to AI implementations and integrations.
- **Customer-Centric Mindset:** Deep commitment to understanding and meeting customer needs, ensuring their success and satisfaction with our AI solutions.
- **Technical Proficiency:**
  - > Proficiency with CRM software (e.g., Salesforce, HubSpot) and customer success platforms.
  - > Familiarity with AI technologies, including machine learning frameworks, data analytics tools, and cloud-based AI services.
  - > Ability to understand and discuss technical aspects of AI products with customers and internal teams.
- **Organizational Skills:** Exceptional organizational and multitasking abilities to manage multiple AI customer accounts and priorities simultaneously, ensuring timely follow-ups and proactive engagement.

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- **Educational Background:** Bachelor's degree in Computer Science, Engineering, Business, Marketing, Communications, or a related field is preferred. Advanced degrees or specialized training in AI or machine learning are a plus.
- **Certifications:** Relevant certifications (e.g., Certified Customer Success Manager, AI/ML certifications) are highly desirable.
- **Industry Knowledge:** Up-to-date knowledge of AI trends, best practices, and regulatory considerations impacting the AI sector, enabling informed guidance and support for customers.

## What We Offer

Clearly outline the benefits and perks of the role. Use keywords related to popular benefits such as "flexible working hours," "health insurance," "employee wellness programs," etc.

## How to Apply:

End with a strong call to action encouraging candidates to apply. Include a direct link to the application page and provide contact information for further queries.

Please ensure each job description includes all relevant information in compliance with local, state, and national laws. This includes:


- **Salary Information:** Provide a clear salary range to maintain transparency and meet legal requirements.
- **Privacy Policies:** Protect candidate privacy by following all applicable data protection and privacy laws.
- **Equality & Non-Discrimination:** Include an equal opportunity statement to uphold our commitment to a diverse, inclusive workplace that does not discriminate based on race, gender, age, disability, or any other protected characteristic.
- **Accessibility:** Make reasonable accommodations available for candidates with disabilities and include information on how they can request assistance throughout the hiring process.
- **Environmental and Social Responsibility:** If your company has sustainability initiatives or community engagement programs, mentioning them briefly can attract candidates who prioritize working for socially responsible employers.
- **Transparent Hiring Process:** Briefly explain the hiring process (e.g., "Our interview process typically includes three stages: an initial screening, a technical interview, and a final interview") to help candidates know what to expect.

# Get In Touch



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At Lucent Search, we specialize in connecting high-growth technology companies in the AI sector with the talent they need to accelerate growth, secure funding, and drive successful exits. Our expert team combines cutting-edge tools, data-driven insights, and a personalized approach to deliver candidates who align with your unique needs, challenges, and culture. Headquartered in Edinburgh, our global operations support investors, businesses and professionals in the UK, Europe and USA.

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