

This is a skills-based job posting example for a SaaS Customer Success Associate. It puts skills and capabilities front and center and does not include any unnecessary obstacles that could discourage excellent candidates from applying. Moreover, it is presented in an inclusive and welcoming way to all potential candidates. You can use this as a template: Select “File” and “Make a copy” and then edit the document to meet your needs.

SKILLS-BASED JOB POSTING: SaaS CUSTOMER SUCCESS ASSOCIATE

Job Title: SaaS Customer Success Associate

Company Overview: *(Describe what makes your company’s SaaS product unique and its impact on customers.)*

SaaS Customer Success Associate Job Description: *(Please describe why the role is being filled and how it fits into the organization and the team.)*

We are seeking a **SaaS Customer Success Associate** to help customers maximize the value of our software through onboarding, training, and proactive support. This role is ideal for individuals who thrive in a client-facing environment and enjoy helping users succeed with technology.

SaaS Customer Success Associate Job Responsibilities:

- Guide customers through onboarding and adoption of our SaaS platform.
- Respond to customer inquiries across multiple channels (email, chat, phone), troubleshooting technical issues.
- Collaborate with product and engineering teams to escalate and resolve complex concerns.
- Analyze customer usage data to identify trends and recommend optimizations.
- Develop support documentation, FAQs, and training resources to enhance the customer experience.

Preferred Skills:

- Communication skills with the ability to explain complex concepts clearly.
- Experience using CRM and customer support platforms (Salesforce, Zendesk, HubSpot).
- Ability to analyze customer feedback and drive product improvements.
- Organizational skills to manage multiple client interactions effectively.

Preferred Certifications (*Certifications are highly regarded but not mandatory. Candidates with equivalent experience or a strong willingness to obtain certifications are encouraged to apply.*):

- Certified Customer Success Manager (CCSM)
- HDI Customer Service Representative Certification
- Relevant SaaS customer success certifications

Valuing Transferable and Diverse Skillsets: We recognize that valuable skills can be developed through a variety of experiences. We encourage applicants with transferable skills from diverse backgrounds, including those transitioning from non-traditional careers, to apply.