



PR/087536 | Strategic Customer Success

Job Information

Recruiter

JAC Recruitment USA

Job ID

1605621

Industry

IT Consulting

Job Type

Permanent Full-time

Location

United States

Salary

Negotiable, based on experience

Refreshed

August 4th, 2026 10:54

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Native

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

POSITION TITLE Strategic Customer Success

POSITION SUMMARY

In this position, you will be responsible for driving customer retention, increasing product adoption, and identifying account growth opportunities within an expanding North American customer base. You will serve as a strategic advisor to existing clients, helping them achieve business success while strengthening long-term relationships and supporting revenue growth through upselling and account expansion.

RESPONSIBILITIES

- Manage and grow relationships with existing customers to ensure long-term satisfaction and retention

- Act as a trusted advisor by understanding customer business goals and aligning solutions to their needs
- Increase product adoption and user engagement through proactive outreach, training, and guidance
- Monitor account health and identify retention risks
- Develop and execute customer success plans to maximize customer outcomes
- Identify and pursue upselling and account expansion opportunities
- Conduct regular business reviews and customer visits
- Collaborate with Sales, Product, and Support teams to enhance the customer experience
- Maintain accurate customer records within CRM systems

QUALIFICATIONS

- 3+ years of experience in Customer Success, Account Management, Sales, or a related customer-facing role
- Proven track record of managing and growing existing customer accounts
- Experience improving customer retention and reducing churn
- Demonstrated success in identifying and closing upsell opportunities
- Strong relationship-building and consultative communication skills
- Ability to travel frequently to customer locations throughout the United States
- Professional-level English communication skills

PREFERRED REQUIREMENTS

- Experience in SaaS, enterprise software, data management, or technology solutions
- Experience managing complex B2B customer accounts
- Strong analytical skills with the ability to leverage customer usage data
- Experience conducting executive-level presentations and business reviews

LOCATION Chicago, IL

SALARY USD 70,000-120,000

IDEAL CANDIDATE

- Brings experience in both Sales and Customer Success
- Has a strong Account Management background
- Demonstrates measurable success in customer retention and upselling
- Combines a proactive business development mindset with the ability to deepen existing customer relationships
- Enjoys meeting customers in person and building trust through regular site visits
- Is results-oriented, customer-focused, and proactive

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Company Description