Birla Institute of Technology & Science, Pilani
Pilani Campus

JOB DESCRIPTION

About BITS, Pilani	**Birla Institute of Technology & Science, (BITS Pilani)** is an Institution declared as Deemed to be University under **Sec. 3** of the **UGC Act** in 1964 and is a renowned science and technology institute. It is located in Pilani, Rajasthan, India. In addition to Pilani, BITS Pilani has campuses in Dubai, Goa, and Hyderabad. Work Integrated Learning Programmes (WILP) was established in 1979 focuses on providing continuing education to working professionals across different sectors. WILP offers BSc, B. Tech, M. Tech, MSc, Diploma and Certificate programmes to working professionals.
Industry/Service	Higher Education
Post/Job Title	Customer Success Manager
Job Type	Regular, Full time
Reporting to	AVP – Industry Engagement
Will also work very closely with	• HR & Business leadership of Corporate Partners Faculty & Staff. • Head - Operations, Business Development & Marketing Team, Program coordinators, student support team
No. of positions & Job Location	**One Position in Pune**
Principal Accountabilities & Responsibilities	**Key Responsibilities:** **Account Engagement & Relationship Management: -** • Managing a list of designated accounts with potential of growing big in terms of admissions/revenue. • Build trusted relationships with the corporate partners (L&D, HR, Business Heads). • Keeping the account engaged with updates/information on new initiatives, new programmes, events etc. • Schedule and lead regular Business Reviews; and feedback sessions along with academic & operations team. • Proactively identify and address any issues or roadblocks at account level. **Retention and Cross & Upsell: -** • Monitor customer satisfaction and proactively address concerns to avoid churn. • Drive contract renewals and expand account value by introducing new offerings. • Work with sales and marketing teams to pitch upgrades, new programs, or services. **Program Performance & Reporting: -** • Track learner participation, engagement, progress, and outcomes. • Share monthly/quarterly dashboards with corporate partners. • Highlight ROI through measurable improvements, certifications, or business outcomes. **Internal Collaboration & Process Improvement: -** • Coordinate with internal academic operations, tech and BD teams. • Suggest improvements in delivery and support processes based on corporate partner feedback. • Build all learnings and improvement as case study for other team members to follow.
Qualification and Personal Profile	• MBA from a reputed institute. • Minimum 4 - 8 years of post-qualification work experience in customer facing roles in customer success, business development or program coordination. • Preferably would have worked in executive education or working professional programs with Universities, EdTech Companies, Test Prep / Assessment Companies.

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	• Should have cross functional team management skills - Business development, operations, academic team and student support.
Other Skill and Ability Requirements	• Best Practices in Customer Relationship Management, Adherence and Improvement of Standard Operating Procedures, Proficient at Microsoft Office. • Process Orientation, Planning and Organizing Skills, Team Management, Working with Cross Functional Team, Excellent Verbal, Listening and Written Business Communication Skills, Multi-Tasking Abilities, Analytical Skills, Stakeholder Management, Problem Solving Skills, Time Management Skills, Attention to Detail, and Result Orientation.