



## Customer Success Representative – New York

### Job Description:

The role of the Customer Success Representative is to increase revenue, usage and customer preference for Thomson West products, especially Westlaw. The Customer Success Representative will provide support to Client Managers and Product Specialists by teaming on new and ancillary sales, special offers and up-selling opportunities. This Customer Success Representative role will be aligned under the Large and Medium Law Firm Strategic Accounts Program which focuses on the Am Law 100.

### Key Responsibilities:

- Provides product training and demonstrations for existing and/or potential customers through customer visits, online training and/or trade shows.
- Works with Client Managers, Sales Executives and Regional Management in achieving regional and divisional goals
- Builds strong relationships within accounts to help identify opportunities for up-selling and new products sales.
- Assist in developing, marketing, and conducting training classes at customer locations
- Assist in other marketing efforts, including trade shows, topical seminars, and new product releases
- Partners with Education Training Managers, Marketing, Sales Executives and Legal Technology Specialists in order to create successful communication, education and training on Westlaw products.

### Key Skills, Knowledge, and Abilities:

- Demonstrates strong customer relationship skills by cultivating, maintaining, and engaging customers on Thomson Reuters and Westlaw products in order to promote usage and revenue growth objectives; makes customers and their interests a primary focus of one's actions.
- Uses appropriate interpersonal styles and communication methods necessary for Large & Midsize Law firms in order to gain acceptance of a product, service, or idea from prospects and clients. Partners with field sales/product specialists to meet territory goals.
- Desires and acquires knowledge within a specialized practice area in order to effectively understand the overall needs of the customer
- Exhibits a positive service aptitude, and can identify opportunities within accounts; understands competitor products and builds effective relationships and product solutions to build preference for Thomson Reuters products
- Relishes ongoing, self-initiated learning; assimilates new information quickly, welcomes feedback and applies knowledge to practical use on the job.

**Qualifications:**

- J.D. degree required
- Strong communication, presentation and Westlaw legal research skills
- Customer service orientation and experience
- Sales experience and aptitude a plus
- Proficient in MS Office/internet
- Legal practice experience preferred
- Ability to travel occasionally to sales training, meetings and to customer locations

To apply, visit <http://adtrk.tw/tp/rj6-3BsN.y.K>.

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