

Vervoe Interview Guide

Customer Success Manager

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment score (%)

HIGH

MEDIUM

LOW

Assessment Skills

Customer Success, Analytical, Organized, Communication

Competency/Skill	Candidate with this will display	Low	Medium	High
Customer Success	<ul style="list-style-type: none">• Understands the importance of Customer Success in the overall performance of the organization• Can clearly define what 'Customer Success' means• Identifies areas of improvement with customer accounts and upsells where relevant			
Questions				
	What does customer success mean to you?			
	Describe a time where you have had a customer at a high risk of churn that you have managed to extend or turn around the situation.			
	How would you upsell our product? Describe a time where you have done this with a customer in your previous roles.			
	What problem do you think our product solves?			

Comments

Analytical

Competency/Skill	Candidate with this will display	Low	Medium	High
Analytical	<ul style="list-style-type: none">• Uses data to make decisions and drive efforts• Understands what data to look at, how to interpret what actions need to be taken• Looks at problems outside of the box and comes up with solutions			
Questions				
	Describe a time where you have used data in your role to drive decisions or initiate action with customers. What was the data you looked at and how did you utilize it?			
	What data do you look at when working with customers? How do you manage this data?			
	Describe a time where you have investigated a problem with a customer and came up with a solution to fix this problem.			
	How do you share results with customers?			

Comments

Organized

Competency/Skill	Candidate with this will display	Low	Medium	High
Organized	<ul style="list-style-type: none">• Demonstrates the ability to manage their time effectively and remain calm under pressure• Prioritizes tasks and customers appropriately but ensures each customer has positive experiences• Manages multiple tasks			
Questions				
	How do you manage your time and ensure each customer is provided with the account management they require?			
	When you have multiple customers and projects that need managing concurrently, how do you keep track of them?			

Comments

Communication

Competency/Skill	Candidate with this will display	Low	Medium	High
Communication	<ul style="list-style-type: none"> • Can articulate complex concepts clearly • Comfortable with having tough conversations with customers • Asks relevant questions with customers to understand the full breadth of problems or their pain points • Communicates information internally when required 			
Questions				
	Describe a time where you have had to communicate tough information to a customer. How did you do this?			
	How would you communicate a technical aspect of our product to a customer that doesn't have technical abilities? Describe a time where you have done this.			
	How do you ensure customers are onboarded effectively?			
	Describe a time where you had to change your communication style or approach with a customer to get the outcome you wanted.			

Comments