

Customer Success Specialist

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, Communication, Customer Centric, Problem Solving

Competency/Skill	Candidate with this will display
Customer Success Specialist	<ul style="list-style-type: none"> • Focuses on providing valuable service to customers to ensure they get the most out of the product/service • Middle person between a customer and the organisation • Provides positive experience with customers and keeps them up to date
Questions	
	If a customer wasn't seeing value in the service/product, what would you do?
	How do you build long term partnerships with customers?
	What is your process for onboarding customers?
Comments	

Competency/Skill	Candidate with this will display
Communication	<ul style="list-style-type: none"> • Clear and concise communication skills verbally and written • Open and honest communication style • Confident in delivering unpopular information or delays • Communicates effectively between the customer and the organisation for improvements or issues.
Questions	
	Describe a time where you have had to communicate an unpopular message to a customer. How did you do this?
	Imagine a customer has recommended a product enhancement or feature they would find useful. What would you do?
	How do you ensure your message is understood by your customers?
Comments	

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Competency/Skill	Candidate with this will display
Customer Centric	<ul style="list-style-type: none">• Focuses on customer experience and ensuring they are seeing value from the service• Engages customers and manages accounts effectively• Advocates for the customer
Questions	
	How would you go above and beyond for a customer in this role?
	How would you engage a customer who was slack at communication?
	How would you be an advocate for our customers?
Comments	

Competency/Skill	Candidate with this will display
Problem Solving	<ul style="list-style-type: none">• Looks outside of the box when solving problems• Views problems as puzzles and ensures customers are kept up to date with progress• If the answer isn't immediately clear, investigates ways to solve problems
Questions	
	Describe a time where you have had to obtain more information to solve a customer problem.
	What's the most complex customer problem you have solved?
	If a customer came to you with a problem and you didn't know how to fix it, what would you do?
Comments	