

# Sample job posting: Customer Success Manager

**Title:** Customer Success Manager, Digital Native Business

**Company:** Anthropic

**Location:** United States (San Francisco)

**Compensation:** \$200,000 - \$315,000

**Date:** May 2025

## About the role:

As an Enterprise Customer Success Manager for DNB, you'll be the strategic partner and a trusted advisor to our most complex customers with a portfolio of innovative, technology-forward companies—from high-growth to established tech leaders—helping them harness the full potential of all our Claude capabilities - API, Claude for Enterprise, and Claude Code.

You'll work with organizations that move fast and push the boundaries of what's possible with LLM technology. Developing genuine partnerships with customers, gaining a deep understanding of their business objectives, strategic direction, AI vision, and technical needs. You'll draw on both your business acumen and technical expertise to serve as a strategic advisor throughout their journey with us.

In partnership with the broader account team you will help customers identify the right Claude capabilities for their specific business objectives, working closely with them to provide best practices and guidance while supporting them as their usage (consumption & seat based) grows and evolves.

Your role focuses on helping customers scale their usage effectively, drive model and use case optimizations, implement change management strategies, and maximize the value of their investment through expanded use cases across their organization. The insights you gather

from your customers will directly inform our research priorities, product development, and go-to-market strategies – making you a key voice in shaping how we build and deliver ongoing value as a business.

**Responsibilities:**

- Build trusting, strategic relationships with key customer decision makers to understand their business and objectives, identifying opportunities for optimization and expansion
- Become an expert in Anthropic's products across API, Claude Code and Claude for Enterprise, understanding the technical nuances and best practices for each to guide customers to the right solutions
- Leverage your deep knowledge of the customer and other Digital Native Businesses to proactively drive usage planning, understanding current and future consumption/ adoption and how it creates realized value for the customer
- Monitor usage patterns and identify optimization opportunities, proactively addressing underutilization across both consumption-based (API) and seat-based (Claude for Enterprise / Claude Code) products to drive full value from contracted commitments
- Serve as the customer's thought partner, enhancing their knowledge of Claude products by socializing Anthropic's product roadmap, driving awareness on new products and engaging Product PMs
- Document and quantify customer value realized through business outcomes, ROI, and impact metrics to build compelling internal business cases for continued and expanded investment
- Identify potential use cases and lines of business not currently onboarded, partnering with customers and Sales to discover new applications for Claude across different departments, teams, and workflows
- Develop and execute change management strategies to drive end-user adoption and maximize value within customer organizations, including Train the Trainer programs, Center of Excellence development, and organizational enablement
- Own the customer experience across their lifecycle – managing comprehensive account and success plans grounded in the customer's business objectives, conducting Quarterly Business Reviews, and serving as the primary conduit between the customer and Anthropic

- Develop scalable engagement strategies and playbooks for your DNB portfolio, balancing high-touch strategic accounts with efficient coverage models to maximize impact across all customers

**Qualifications:**

- 6+ years of experience in Customer Success, Technical Account Management, or Solutions Engineering
- Experience working with technology companies, SaaS platforms, or digital-first businesses—ideally including high-growth and established tech companies
- Technical fluency with ability to understand and articulate AI/ML concepts, API integrations, and software implementation patterns across a set of diverse stakeholders—from developers and product managers to executives and end users
- Experience driving success across both consumption-based and seat-based business models, with understanding of different expansion levers and success metrics for each
- Strategic mindset to identify growth opportunities and translate them into actionable expansion plans
- Proven track record managing a portfolio of accounts while maintaining strong relationships and driving measurable outcomes
- Cross-functional collaborator who represents the customer in a positive, proactive manner, rallying everyone around paths forward that solve customer needs
- Passion for AI and interest in responsible development of advanced systems
- A knack for bringing order to chaos and an enthusiastic "roll up your sleeves" mentality—you're a true team player