

VP CUSTOMER SUCCESS – JOB DESCRIPTION

JOB TITLE	VP Customer Success
DEPARTMENT	Customer Success Team/ Account Management/ Client Services
REPORTS TO	Chief Customer Success Officer
COMPANY	Your Company Name
LOCATION	Dallas, TX
POSITION TYPE	Full-time/ Contract/ Part-time
TRAVEL REQUIRED	Yes, 25%
CONTACT PERSON	Your Recruitment Contact Person

ROLE SUMMARY

VP Customer Success at <<company name>> is responsible for managing and growing existing client base globally across all business segments. We are a well-established <<SaaS tech>> company focusing on <<helping customers manage their employees>>. A VP Customer Success has to build and manage a customer success team and be responsible for ensuring customers are realizing maximum business value across the customer lifecycle, which ultimately results in their renewal, growth of lifetime value and customer satisfaction.

If you:

- agree that customer experience is what builds companies
- are visionary in delighting customers and driving engagement
- are passionate about business growth with customers at the core
- are adept in building and managing high performing teams

Go ahead and apply.

ROLE AND RESPONSIBILITIES

1. Build and manage a high performing Customer Success team that empathizes with customer and appreciates the importance of high customer experience
2. Develop the strategic direction of the Customer Success organization, working with other organizations like Sales, Support and Professional Services
3. Design customer success roadmap to strategically engage, retain, and scale the client base globally
4. Serve as an Executive Sponsor and key business partner for strategic customers
5. Work closely with product team to share customer usage insights that guide product backlog and effectively leverage the enhancements to drive customer success
6. Deliver meaningful insights from customer engagement, feedback and usage patterns to bring about organization change
7. Drive customer success to continuously increase lifetime customer value, retain customers and ensure high satisfaction and customer loyalty

SKILLS AND QUALIFICATIONS

1. 10+ years of experience in building, growing and managing a Customer Success and/or Professional Services organization globally, preferably in B2B SaaS organization
2. Experience in driving revenues and devising and implementing business strategies accordingly
3. Proven track record of working with Sales, Marketing, Finance, and Engineering to make sure everything is geared to customer success.
4. Experience designing and implementing scalable solutions and driving large-scale change through inspirational leadership, and with the end customer in mind
5. Strong leadership skills with the ability to motivate and focus the organization on team and individual goals