

Chief Customer Officer

San Francisco, CA, US

Company X - Full-Time | Job date : 05-10-2018

Description

Company X is looking for a dynamic Chief Customer Officer to Develop and Manage a team of high performing customer success, advocacy and support, and professional services staff.

As subject matter experts, trusted advisors, and advocates to customers your teams will engage directly in top tier accounts with your leadership as Coach and Mentor ensuring product adoption, industry leading Net Promoter Scores, Operational excellence, and Customer and revenue retention. With high visibility internally and externally you will play a big part in helping us spread our message and value. You are a member of our Senior Executive team, working out of our Headquarters in San Francisco.

What you get to do every day:

- Define and lead the on-going strategic vision for continuously improving Company's Customer Success function while maintaining a clear focus on customer delight
- Manage the mission-critical customer success, customer support, implementation, professional services, and solution design teams
- As trusted advisor, represent Company to our customers as a thought leader and subject matter expert
- Develop strategy focused on delivery of core services to our growing and diverse customer base and drive execution through a team of leaders
- Own the results against key organizational metrics including: Product adoption for new and existing products, NPS - net promoter score, customer retention - revenue and logo, churn and contraction and professional services revenue
- Inspire a continued customer success focus throughout the organization working with cross-functional partners and key stakeholders to forecast and drive change with these metrics
- Refine the customer journey, design listening points and define/refine the segmentation of customer base to ensure highly efficient alignment of resources
- Leverage and scale your team in support of our target revenue, including striking the right balance for the services and support offered to two distinct customer segments - SMBs and large enterprises
- Hire, manage and develop a team of Customer Success Managers providing proactive and hands-on leadership and mentoring, continue to build on our professional development focus by building process, programs and tools that support individual development

- Ensure that our employees have the best tools to do their jobs, and that the organization is continually focused on employee productivity
- Partner with Marketing to develop, implement and co-manage key programs including Customer advocacy, Customer advisory board to help make Company X a best-in-class customer experience organization
- Partner very closely our sales teams to engage with leaders at prospects and customers
- Represent Company X at conferences and other external forums
- Partner with Product Management and Engineering to ensure customer feedback is incorporated into the product roadmap and both teams have clear and consistent access to the voice of the customer
- Partner with Sales leadership on cross-sell and up-sell opportunities while maintaining the Customer Success trusted advisor status across the CSM team

What you bring to the role:

- BA/BS degree and a MINIMUM of 10+ years leading a fast-paced SaaS or enterprise-focused, software customer experience organization, with demonstrated results in driving enhanced productivity and improved operational metrics
- MINIMUM of 2+ years of previous experience directly managing a team
- A passion for delivering customer delight with the demonstrated ability to drive execution
- Experience leading client relationships and building relationships with c-level executives in software as a service, mobile or marketing environments
- Experience leading a large customer experience organization to impact key business metrics
- Demonstrated experience working across teams including Sales, Product, Business Development and Marketing
- Has attracted talent from and led strong customer-oriented teams
- Has driven a portfolio of multiple, concurrent business-critical projects to successful completion
- Experience with consulting, training and leading new initiatives in a corporate environment, demonstrated experience building programs, processes and tools
- Project and change management and organizational development, you have a solid track record of building and motivating successful teams

- Ability to articulate broader customer experience strategies across the organization and as a highly-visible executive spokesperson
- You are a data-driven decision maker with the capacity to adapt and experiment as business needs change
- Able to effectively build relationships both internally and externally, establishing trust, respect, and communication using your empathy, humility and listening skills
- Technical acumen and business management skills you successfully partner and navigate deftly between customers and internal stakeholders to get things done
- You possess a strong POV of what customers want and need being mindful of resources and timelines for delivery