



Role: Senior Director of Customer Success

Location: San Francisco, CA

Type: Full-Time Permanent

JOB DESCRIPTION

DCI is seeking an energetic, data driven, detail oriented, Customer Success leader. As our Senior Director of Customer Success you will report to the CEO and work with your team as well as other senior leaders in the company. You will be responsible for managing the people, processes and technology tools that are currently in place with a goal to improve the quality of our services and overall customer experience. You will combine strategy, execution, management and leadership to drive growth and adoption of our SaaS technology, boost renewals, and gather strategic insights that improve our product value. This is a great role for an entrepreneurial team leader and creative thinker.

KEY RESPONSIBILITIES

- Collaborate with the executive leadership team to define and coordinate the company's business and customer care strategies with a strong focus on customer satisfaction/retention, employee enrichment and growth
- Set goals, action plans, and key metrics for CSM teams in different customer tiers with different levels of customer touch; manage against and create new standard and interventions for each point in the customer journey
- Lead strategic, cross-functional initiatives such as customer journeys, maturity models, voice-of-customer, and product feedback
- Build strong relationships and collaborate cross-functionally to drive market readiness, sales handoffs, customer marketing, training actions, services deployment, and effective support to drive a seamless customer experience
- Own accurate forecasting, account assignments and capacity planning
- Regularly engage with customers to build relationships, resolve issues,
- Hire and retain talent, Coach, develop, and drive performance of the CSM team

OUR IDEAL CANDIDATE

- 10 years' experience in SaaS/Cloud industry Customer Success role
- 5 years experience in SaaS/Cloud industry Customer Success leadership role
- Experience building and leading a customer success team in a high growth environment
- Demonstrated track record of effective communication with business and technical leaders within Sales, Services and Engineering
- Ability to listen, influence, and collaborate internally and externally at all organizational levels
- Ability to communicate with clients and prospects in order to showcase the capabilities of the Customer Success team
- Bachelor's Degree, or equivalent experience required, Master's Degree/MBA preferred. Preference for global experience