**Position: CUSTOMER SUCCESS LEAD**

We are looking for a technically savvy customer success lead who possesses a strong drive for results. Duties for the customer success lead will include a broad range of tasks such as maintaining ongoing customer relationships and networking, implementing success programs, contributing to sales, onboarding, and training clients, and minimizing churn. You should also be able to provide insights on client-to-business interactions, improve customer experience through product support, and handle customer complaints and requests.

Successful candidates must be social, analytical, possess an aptitude for learning and using new software, and be able to communicate clearly and effectively. The ideal **Customer Success Lead** should engage with customers, maximize value, and create strategies to grow our customer base.  This position will be reporting to the **CEO** or designate. Customer Success objectives are as follows.

**Customer Enablement:**

* Develop and manage client portfolios.
* Sustain business growth and profitability by maximizing value.
* Analyze customer data to improve customer experience.
* Hold product demonstrations for customers and provide training.
* Improve onboarding processes.
* Quote and schedule Professional service engagements via the Engineering Department.
* Evaluate and improve tutorials and other communication infrastructure.
* Mediate between clients and the organization.
* Handle and resolve customer requests and complaints.
* Minimize customer churn.
* Aid in product design and product development.
* Issue resolution.
* Assist Support to resolve and meet SLAs.
* Develop and Maintain KRI’s and KPI’s for Technical Support and Engineering.
* Provide guidance in scheduling appropriate resources to ensure a timeline completion of requirements.

**Revenue Growth:**

* Identify value that Netsweeper can provide.
* Assist customers with Professional Services engagements.
* Expand the Netsweeper footprint at our customers.
* Create Service Level Agreements tiers that can be sold in addition to product licensing.
* Execute and support $5,000,000 of renewals.
* Execute and support $4,500,000 of new sales.
* Roadmap augment monthly based on customer input.

**Customer Success Objectives:**

* Drive outcomes including increasing renewal rates, reducing churn and up-selling accounts.
* Define and track operational metrics and present to the management team.
* Inspire what Customer Success means across Netsweeper.
* Understand pain points and adapt systems, processes, people, product.
* Create a companywide customer feedback loop.
* Collaborate across the organization to maximize customer value and success.

**Customer Focused Activities:**

* Partner closely with Customers to understand their business goals.
* Ensure Client contract renewals are executed in a timely fashion.
* Maintain a regular communication cadence with Clients.
* Lead complex interactions with our Clients to advance the Netsweeper technology footprint.
* Lead internal account reviews for key accounts.
* Manage end-to-end engagements for strategic Client projects.
* Methodically collect and disseminate product feedback from the field.
* Develop a deep understanding of all Netsweeper technology.
* Advocate for Customer focused product developments in the product steering group.

**Team Building and Management Activities:**

* Develop a high performing team, recruiting strong contributors and developing managers.
* Create rapid on-boarding for new members and build a culture of learning and collaboration.
* Manage cross-functional technical teams responsible for deploying solutions, assuring client success and acceptance of system performance.
* Included in this is maintaining client issue tracker with status on current and future activities.
* Ensure compliance with internal process adherence and activity tracking initiatives.
* Monitor performance KPIs and take corrective action where necessary.

**Requirements:**

* Relevant Bachelor’s degree; preference for computer science or related degrees.
* A deep understanding of value drivers in recurring revenue business models with Small Medium Business (SMB), Enterprise, or Educational level accounts.
* 5+ years of experience in customer-facing organizations.
* 2+ years leading a CS team.
* Strong empathy for customers AND passion for revenue and growth.
* Combination of post-sale and sales experience – ideal.
* Business mindset with proven excellent business results.
* Experience with enterprise or large accounts.
* Background in HRM implementation or similar – advantage.
* Analytical and process-oriented mindset.
* Excellent communication and presentation skills.

We thank all candidates for their interest but due to the volume of resumes we receive, only candidates under consideration will be contacted. If interested, please submit your resume and a cover letter to [hr@netsweeper.com](mailto:hr@netsweeper.com).

Netsweeper is committed to fostering an inclusive, accessible work environment, where all employees feel valued, respected, and supported. Netsweeper offers accommodation for applicants with disabilities as part of its recruitment process. If you are contacted to arrange for an interview or testing, please advise us if you require additional accommodation.

**COVID-19 considerations:** Virtual interviews and work remotely temporarily due to COVID-19.