

“Senior Director, EMEA Customer Success, Leading Customer Engagement Software Company”

Company Description

Office Location – UK M4 Corridor

An exciting time to be joining this Silicon Valley software corporation in rapid growth mode. The company develops leading edge Customer and Employee Engagement solutions that are used by thousands of global corporations. We are hiring a Senior Director to lead the EMEA Customer Success function. This critically important position will take the leadership role for the entire EMEA CS team located in the UK and Europe and will immediately hire further CS executives. They will be excited about the prospect of taking the lead role to build out an EMEA Customer Success centre of excellence for a major cloud company. Ideal candidates will have worked in a corporate software environment before and will be motivated to develop their own leadership career as well as the careers of their team members.

Role:

- Achieve all CS metrics including revenue, retention, referenceability, NPS and adoption
- Lead the EMEA team to deliver the CS business plan and deliver world class customer engagement
- Develop the current team to be the best they can be and to hire exceptional talent to further develop the Customer Success business
- Work across the EMEA business and build strong regional and global relationships both with customers, partners and colleagues
- Be the figurehead for the EMEA Customer Success operation whilst working with the global team to develop and share best practice in Customer Success
- Delivering exceptional Customer Success in both direct and indirect sales channels

Skills Required:

- Extensive experience driving Customer Success programs for SaaS / Cloud businesses
- Passionate about both the art and the science of Customer Success
- In the region of 10+ years relevant customer facing experience leading teams to deliver both financial and performance goals
- A blend of career experience in working for a corporate software company as well as experience working for smaller firms also
- Ability to travel up to 30% of the time in the UK, Europe and the USA as required
- Experience of working across different time zones, countries and cultures
- Exceptional leadership skills with strong emotional intelligence and authenticity
- Will have worked in other high growth and complex environments
- Exceptional gravitas and presentation skills as well as personal and business integrity
- Ability to positively engage at all levels of the organization

Apply to Paul French, paf@intrinsicsearch.com or Ben Watkins, bew@intrinsicsearch.com