

Director of Customer Success

Remote - Anywhere in the USA

At Aviso, we offer an industry-leading sales performance platform driven by data science and predictive insights. Our mission is to empower enterprises to accelerate sales, optimize performance, and exceed revenue goals. With a proven track record in building highly successful technology companies, our team is dedicated to solving complex sales challenges and ensuring customer success. We foster a culture of collaboration, excellence, and customer-centricity.

Position Overview:

As the Director of Customer Success at Aviso, you will play a pivotal role in driving customer satisfaction and retention by overseeing our team of Customer Success Managers (CSMs). Reporting to the SVP of Customer Success, you will lead the charge in managing the entire customer lifecycle, from pre-sales handoff to renewal, ensuring a seamless and exceptional experience for our customers.

This is the job for you if...

- You are deeply passionate about ensuring the success and satisfaction of our customers.
- You excel as a collaborator and team player, engaging key cross-functional partners to deliver the best customer experience.
- You possess a comprehensive understanding of both the Aviso product and our customers' businesses, striving to be a trusted advisor in both domains.
- You eagerly jump in to assist wherever needed, knowing that proactive support leads to enhanced customer experiences.
- Your first question to a customer is always about defining success with our services, and you are committed to helping them achieve it.
- You understand the value of customer references and actively work to cultivate advocates within our customer base.
- You are a self-starter with a demonstrated ability to quickly grasp product and domain knowledge, adept at communicating with stakeholders at all levels within customer organizations.

Key Responsibilities:

- Lead, mentor, and inspire a team of Customer Success Managers to deliver exceptional service and support.
- Develop and implement customer success strategies, programs, and initiatives to drive adoption, retention, and growth.
- Establish and maintain strong relationships with key stakeholders, including customers, executives, and cross-functional teams.
- Define and track key performance metrics (KPIs) to measure the effectiveness of customer success initiatives and drive continuous improvement.
- Collaborate closely with Sales, Product, and Marketing teams to ensure alignment and maximize customer satisfaction and retention.
- Identify upselling and cross-selling opportunities based on customer needs and usage patterns.
- Act as a customer advocate within the organization, championing their needs and driving product enhancements.

- Stay informed about industry trends and best practices in customer success, incorporating them into our strategies and processes.

What we're looking for:

- Bachelor's degree, preferably with a technical focus.
- Minimum of 10 years of experience in customer-facing roles, preferably in the SAAS/tech industry.
- Strong leadership and team management skills.
- Excellent communication, presentation, and interpersonal skills.
- Strategic thinker with the ability to execute effective customer success strategies.
- Understanding of sales processes and familiarity with salesforce.com.
- A commitment to integrity and transparency in all interactions.
- Adaptability and comfort in a fast-paced, evolving environment.
- Experience in driving adoption efforts and understanding customer workflows and pain points is a plus.

If you are excited about the opportunity to be part of something extraordinary, thrive on building meaningful relationships, and enjoy working alongside smart and ambitious colleagues, then this is the role for you.

Aviso is an equal opportunity employer and welcomes candidates from diverse backgrounds.