



Director of Customer Success

Location: Bellingham, WA

Direct Hire

About Constellation Dealership:

Constellation Dealership Software group is a wholly-owned subsidiary of Constellation Software Inc. (TSX:CSU), a leading provider of software and services to a select group of public and private sector markets. We acquire, manage and build industry-specific software businesses, which provide specialized, mission-critical software solutions to address the particular needs of our customers.

Position Summary

The Director of Customer Success will play a critical role in shaping the strategy for all customer interactions, engagement, and life cycle management. You will continue to drive the proactive customer engagement-focused outcome-oriented organization. You will work cross functionally to map the customer life cycle, identifying and implementing appropriate process improvements in collaboration with sales, marketing, and product and development.

You must be analytically driven, entrepreneurial, and a creative problem solver who knows how to lead and execute. You must be capable of achieving aggressive goals with ingenuity and within budget.

Responsibilities

- Build a passionate, high performing, customer-focused team with an emphasis on proactively driving success, adoption, usage, and retention
- Define and lead strategic initiatives for the customer success organization
- Define and optimize the customer life cycle
- Develop and foster executive level relationships with key accounts
- Advance initiatives to build long term customer advocacy
- Measure and improve effectiveness by defining and executing on operational metrics
- Continuously communicate performance to leadership team, and company
- Inspire a company-wide culture of client advocacy through customer storytelling

Skills & Experience

- 10+ years' experience leading the customer-facing aspects of a software company using a team of 15 or more people
- A demonstrated performance track record in improving the customer experience
- Demonstrated experience working with response line technology systems (i.e ERP response line type systems)
- Has developed scalable customer success business practices, teams, and methodologies
- Has developed and executed a profit driven services line of business
- Analytical and process-oriented mindset
- Deep understanding of value drivers in recurring revenue business models

If you are interested in this opportunity, please [click here](#) to send a resume to our HR team.