



## **Director of Customer Service** **DIS, a division of Constellation Software Dealer Group**

DIS, Dealer Information Systems Corp, was acquired by Perseus, an operating group of Constellation Software in 2017. DIS is a leading business management software provider to agricultural, construction, truck refrigeration and lift truck dealers in North America.

### **Position Summary:**

DIS is currently looking for a Director of Customer Service. You will play a critical role in shaping the strategy for all customer interactions, engagement, and life cycle management. You will work closely with the call center team to drive proactive customer engagement and focus on outcome-oriented needs. 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.

### **The job:**

- Continuously evaluate processes and results with a view to (a) improving customer experience, (b) providing consistent and scalable customer support, (c) eliminating duplicate, unnecessary or non-value-add work
- Lead, mentor and grow a team of customer support professionals
- Support customer deployments and ensure customer satisfaction
- Conduct customer reviews to evaluate client's needs and strategic direction
- Understand software implementations and client use cases
- Educate customers on the value they can generate from the solution
- Work with the development team on identifying product issues which impact support resources
- Ensure any account issues are resolved quickly, leveraging resources from across the company as needed
- Financial management responsibility including forecasting, minimizing customer losses, winning back 'at-risk' customers and optimal staffing
- Gather customer product feedback and communicate with Product Management and the technical development team to shape product roadmap development

### **Skills & Experience:**

- 10+ years' experience leading the customer-facing aspects of a software company using a team of 15 or more people
- Demonstrated experience leading a call center environment
- A demonstrated track record in improving the customer experience
- Demonstrated experience working with call-center systems (i.e., ERP 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
- Experience putting in place modern support methodologies and tools
- Excellent organization, leadership, and delegation skills
- A strong grasp of support, service, and financial metrics
- Ability to evaluate, and implement, new support solutions
- A willingness to 'roll up one's sleeves' and assist wherever needed
- Detail oriented with the ability to set priorities and be flexible

**Location:** role can be remote, but travel to Bellingham, WA office as required will be expected (approx. 30-50%)

**Permanent, Direct Hire Opportunity**

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