



Head of Customer Success

Summary

The Head of Customer Success is accountable for executing strategies that ensure each customer in the North America portfolio derives full expected value from our solutions, leading to long-term partnerships and SaaS renewals. They will lead a team of Customer Support and Help Desk personnel who work every day to support our cloud-based procurement applications.

The position will report to the US Managing Director and will work closely with the Sales and Professional Services groups to ensure strong alignment across the business units of our company. You will be part of the US leadership team, along with the heads of these two organizations.

About Us

Proactis provides cloud-based software solutions to help customers control their spend. From sourcing projects, contract management and procurement transactions to supplier collaboration and automated invoice processing, our integrated spend management solutions streamline and control all purchasing and spend. Our customer portfolio in North America includes approximately 70 companies across 10 products.

Primary responsibilities and accountabilities

- Serve as a positive, dynamic leader that displays the best work ethic, creative problem-solving skills, positive attitude, and a team-oriented proactive approach, while sharing best practices and coaching on strategy.
- Proactively anticipate problems and opportunities while serving as a key escalation point for customers to ensure solution-oriented thinking and best-in-class customer experience.
- Hiring, retaining, and developing a high-potential talent pool of customer support personnel, fostering a culture of collaboration, over-achievement, and continuous learning, while aligning with company KPIs.
- Leverage in-depth knowledge of software support strategies and the company's goals to improve service levels to our customers.
- Lead the design, communication and execution of the customer support strategy to create efficiencies in our operating model to build a team of Customer Operation Managers (COMs).
- Other duties as assigned.

Skills and experience

- Bachelor's degree in Computer Science, Engineering, Business Administration, or a related discipline, an advanced degree is a plus; or equivalent combination of education, training, and experience
- 5 years of senior customer success management experience.
- Proven and relevant customer success and customer support leadership experience, in a high-growth and fast-paced SaaS environment. Experience in enterprise SaaS software solutions is strongly preferred.
- Commitment to Results: demonstrating high performance, challenging self and others to consistently deliver results for customers.



- Customer Focus: demonstrates a desire to proactively help and serve internal/external customers to meet their needs. Ability to interact with customers of all levels and industry backgrounds, from the C-Level to individual contributors.
- Collaboration and Teamwork works with others to deliver results, meaningfully contributing to the team and prioritizing group needs over individual needs. Has proven senior management presence with a high degree of professional maturity and ability to manage and motivate diverse and remote teams.
- Influence: Asserts own ideas and persuades others, gaining support and commitment, while mobilizing people to take action by leaning on ability to manage senior stakeholders. Simultaneously able to deep dive, obtain relevant data, and analyze effectively.
- Open Communication: clearly conveys thoughts, both written and verbal, listening attentively and asking questions for clarification and understanding.
- Leading Inclusive Teams: Builds inclusive, cohesive teams which apply diversity to achieve common goals.
- Developing Others: Capably delivers results through others, demonstrated ability to establish clear direction and help others produce their best work. Creates teams that believe in extreme ownership and accountability.
- General Management: Challenges and supports others to create results but also develops new capabilities and expands the capacity of individuals on the team.

This job description is a guide to the principle, current duties of the job. It does not form part of the contract of employment. These duties and responsibilities are indicative and not exhaustive. We may adjust from time to time to reflect the changing needs of the organization. We expect you to adopt a flexible approach to your role but will consult you about significant changes.

To apply for this position, please forward a Resume/CV and covering letter to HR-US@proactis.com.

Benefits and Other Information

Compensation will be based on your skills and experience.

Proactis offers the following benefits: medical, dental, vision, 401(k), an open vacation policy, sick days, short-term disability, long-term disability, flexible savings accounts, paid holidays, life and AD&D insurance.

Our offices are located in Newport News, VA, although this position can be done effectively working up to 75% remote. Occasional travel to customer locations will be required.