



Phone :
Web :

Job Summary

Vacancy :
Deadline : Jun 22, 2024
Published : May 22, 2024
Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

A named leader by Forrester in the sales performance management space, Varicent was founded in 2005 when we pioneered sales performance management software. Evolving quickly to become the fastest growing software company in North America according to Deloitte's Fast 50™ in 2010, Varicent was acquired by IBM in 2012 and has since been re-founded as an independent global business serving mid-size and enterprise clients with our full suite of solutions to assist in smarter territory and quota planning, efficient lead to revenue operations, and the fastest and most flexible way to pay sellers accurately and on-time. We are looking for talented, driven people that can make an impact across our organization.

The Director of Customer Success Managers role will own a team of North American Customer Success Managers who enable our Customers through onboarding, adoption and expansion and make our Customers passionate advocates of Varicent – both our company and our products. Key responsibilities include:

What You'll Do:

• Team Leadership:

- Manage a team of CSMs and document their performance while developing their talents
- Drive ongoing cadence with the team to report on critical metrics and new initiatives.
- Drive the CSMs around SFDC and Totango hygiene for solid forecasting and deeper understanding of Customer health
- Provide training and coaching to broader CSM team around Value Realization Workshops with a willingness to co-land and co-facilitate these workshops
- Manage your renewal and expansion forecast for the Enterprise book of business and communicate it upwards to you larger North American forecast
- Interview and hire CSMs
- Regularly shares expertise and upskill the team to support continuous learning and improvement.

• Customer Initiatives:

- Develop strategies for Customer growth and retention
- Address risks of client churn with strong Success Plans in partnership with the RSMs (sales)
- Drive CSM accountability around the output of a Customer Success Plan – ensuring progress is being made on the CSP
- Ensure the CSM team is consistently documenting Customer success criteria – building out our internal Customer Success Planning library of Objectives, Success Criteria and Success Metrics
- Develop and share best practices with other Customers
- Share team wins and updates with Company

• Collaboration:

- Build, maintain and leverage strong relationships with Business Decision Makers (BDMs) and T Decision Makers (TDMs) within your targeted Enterprise Customers to influence solution adoption, create strong support for new opportunities and to secure their willingness to advocate on Varicent's behalf
- Collaborate with cross-functional leaders internally at Varicent to drive results and work on key focus areas that drive ROI for our customer base.
- Collaboratively work with and across other departments at Varicent – especially the sales team, partner team and services team

What You'll Bring:

- 12+ years of experience out of which 5 years leading a Customer Success or sales team
- 5+ years experience in business value consulting within the Customer Success discipline on behalf of Fortune 1000 Companies for a SaaS company
- Prior sales success exhibited around renewing and expanding Customers with strong commercial awareness and experience negotiating contract terms required
- Experience with "revenue impacting" business applications required
- Proven track record of leading through change and in high pressure situations
- Ability to provide leadership and clarity in spite of top-down ambiguity
- Strong customer-facing skills, able to pro-actively manage customer expectations, recognize customer needs and adapt company capabilities to customer's requirements
- Top-notch executive engagement skills with an ability to establish strong relationships with Business Decision Makers
- You are experienced at change management, including overseeing and coordinating various processes and strategic initiatives tied to transformation.
- You have strong program management experience and are able to keep projects organized, stakeholders informed and drive accountability to key milestones and deadlines.
- Strong coaching skills with experience mentoring talent
- Cultural awareness and appreciation for diversity
- Bachelors degree with information technology/business/finance focus preferred
- Willingness to travel up to 50%

Varicent is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. If you require accommodation at any time during the recruitment process please email accommodations@varicent.com

Varicent is also committed to compliance with all fair employment practices regarding citizenship and immigration status. By applying for a position at Varicent and/or by using this portal, you declare and confirm that you have read and agree to our [Job Applicant Privacy Notice](#) and that the information provided by you as part of your application is true and complete and includes no misrepresentation or material omission of fact

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
