Customer Success Practice Leader

Owns Strategy & Development  
Senior leader of Customer Success team  
Supports practice development & growth  
Sets strategy for Customer Success practice  
Manages escalations  
  
  
**Key areas of responsibility**  
Oversee and have accountability for the overall customer success practice development initiative, ensuring overall operational readiness. Leads Partners' team and support practice development and growth.  
Strategist for Intellectual Capital services and accountable to creates and drives development for new customer success offerings. Responsible for KPI and practice business reviews, hiring the required resources and continuous practice improvements.  
Responsible for conducting business reviews quarterly, obtaining commitment from the functional leadership teams, such as marketing, sales, delivery and support  
Ensure Customer Success team is working collaboratively and will be responsible for executive communications across functional peers  
Owns and promote opportunities for advocacy and recommendations from Customers. Represent the Customer Success organization at the highest levels  
Responsible to enable the cultural change and promote the value of Customer Centric approach  
  
**Desired skills**  
Strategic, self-driven thinker who can develop/implement a GTM strategy  
Strong relationship builder with a focus to align and collaborate  
A customer-obsessed mindset with a strong quantitative recurring metrics  
Ability to leverage full team and cross functional resources  
  
**Key profile**10+ years' experience in leading customer-facing organizations and 5+ years of experience with subscription offers  
Ability to influence through persuasion, negotiation, and consensus building  
Enthusiastic and creative leader with the ability to inspire others