**Position description**

**Head of Customer Success**

**Name:** Vacant

## 

## Job Details

[Company X] is a fast-growing media start-up searching for flexible go-getters who welcome the challenges of a growing business. We’re specifically looking for a customer success leader who will roll up their sleeves to build a world class CS team and be prepared to lead from the trenches. As a key member of the leadership team, the specialist will help craft our customer-success strategies, building strong relationships with customers and collaborating with cross-functional leaders internally to deliver consistently excellent customer experiences. The ideal candidate is passionate about using analytical skills to identify problems, find solutions, and improve relationships. To succeed in this role, the candidate should have relevant digital or advertising experience and a track record of analyzing and optimizing campaigns.

**Reporting to:** Vacancy

**FTE:** 1

## About the company

This job description is from a Sales organization template modelled for a typical midsized enterprise B2B SaaS. (E.g. ~100-125 employees, ~Series B fundraising completion, ~$5-$25M ARR). Job roles and accountabilities are a guide only based on Functionly's org design team experience and research. Salary is a guide only, and intended to be in $AUD, sourced from mean salaries within the $5-$25M ARR band from Think & Grow 2021/22 Australian Startup Salary Guide. USA customers could try use https://topstartups.io/startup-salary-equity-database/ data to find market salary data within different categories. <Replace with your own information>

## Roles and responsibilities

Head of Customer Success -

* Customer Strategy
  + Develop and evaluate customer success programs based on KPIs and ROI
  + Set customer success goals, objectives and KPI targets in relation ro revenue, churn and adoption
  + Identify opportunity areas and set the scope of customer success services, including pricing for premium post sales services
  + Collaborate with sales leaders to build a smooth customer hand off process
* Account Management Strategy
  + Develop account plans, identify key pain points and design go-to-market strategies for each account
  + Design, evaluate and iterate customer success programs, segmentation and other customer management initiatives
  + Recruit and lead a team of world-class customer success managers
  + Set account management goals, objectives and KPI targets
* Account Relationship Management
  + Engage with senior decision makers, maintain positive relationships and proactively increase the influence of our organization

## Accountable metrics

* CS: Net promoter score
* CS: Net $ retention
* CS: Adoption rate
* CS: License utilization

## Compensation guide\*

* AUD $127,000 (base only)

[signature block]

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_

\*Salary is a guide only, and intended to be in $AUD, sourced from mean salaries within the $5-$25M ARR band from [Think & Grow 2021/22 Australian Startup Salary Guide](https://www.thinkandgrowinc.com/salary-guide-2021). USA customers could use <https://topstartups.io/startup-salary-equity-database/> data to find market salary data within different categories.