

Job Title: Chief Customer Success Officer

This role is responsible for creating amazing outcomes for our customers. You will be responsible for our worldwide delivery organization and report to the CEO as a member of the senior leadership team.

You're a proactive, assertive, take charge person who is obsessed with creating happy, loyal customers. You like creating highly tuned organizations through the use of people process and technology. You want to work in a competitive, fast-moving environment allowing independence and freedom to create your success.

We are a fast-growing, profitable tech startup with big ambitions named 6Connex. We are a leader in virtual events software and are growing very quickly. Your mission will be to take our largest team, delivery, to greater heights as a high-performing organization and evolve it with repeatable processes, strong team members and excellent culture.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The **Chief Customer Success Officer** is responsible for our worldwide service delivery organization. This includes:

- Project Management Teams
- Onshore and Off-shore Production Creative Teams
- Helpdesk Teams
- Centers of Excellence Specialists
- Quality Assurance
- Tech Support (L1/L2/L3) Teams
- Relationship Management Teams

Your main metric is customer satisfaction measured by Net Promoter Score (NPS), you:

- Lead and operate the organization that deliver virtual events on behalf of our customers
- Own the customer experience as measured and tracked through NPS
- Take immediate and direct action to resolve customer issues systemically
- Translate the company vision and strategy into annual and quarterly plans for your team
- Lead root cause analysis (RCA) investigations to understand failures and implement lasting company-wide improvements
- Manage, persuade and influence the team to achieve team and company goals
- Deploy and execute on existing systems for planning and coordination across functions
- Supervise and guide your staff through execution of plans on a daily basis
- Lead team planning, hiring and budget development efforts for your organization
- Logically develop plans to address anticipated and unforeseen business challenges
- Provide input to the CEO regarding business strategy
- Work closely with other members of the c-suite to deliver excellence for our customers
- Deploy elements of the planning and operational playbooks we use, including EOS and other tools



QUALIFICATIONS AND REQUIREMENTS

- Experienced and highly passionate about delivering a world-class customer experience
- Senior-level track-record running high-velocity delivery organizations, specifically in B2B enterprise software experiencing very rapid growth
- Detail orientation with a focus on accountability and correctness
- Excellent leadership, verbal, written communication, and presentation skills
- Strong knowledge of best practices in the following areas:
 - Implementation, Training & Professional Services for SaaS company
 1. Proven leader in developing implementation services
 2. Mastery in resource planning, utilization and budgeting
 3. Knowledge in providing services under a managed services model
 4. Knowledge in managing a variable bench model - onshore and off-shore
 5. Experience in deploying and growing a global services team
 6. Ideally experienced in developing and executing a variable bench model
 7. Clear understanding of Fee VS Free services
 8. Excellent customer and community engagement experience - not lead but be part of (events, webinars, customer advisory)
 - All levels of support
 1. Level 1 - 3 support - on and offshore
 2. Clear understanding of handoff points - sales, services, support, renewals and growth
 3. Measuring and reporting the right metrics
 4. Creating a delightful experience for customers
 - Helpdesk model
 1. Understanding of a helpdesk model for SaaS companies
 2. Clear understanding on scaling between on and off-shore

LOCATION

This position is remote-optional or in our San Antonio HQ, but our only requirement is you should be located in a US time zone. We offer competitive compensation, great career growth potential, and a comprehensive benefits package



ABOUT 6Connex

6Connex is a member of the Dura Software family of companies and providing global software and services for enterprise online events. Our cloud-based product portfolio includes virtual environments, learning management and webinars. Designed for marketing, sales, recruitment, training and HR communications, we transform big ideas into real-world results. Our customers include Salesforce, Blackrock, GE, SonicWall, Ericsson, CA Technologies and Fiserv. For more information, visit www.6Connex.com.

Job Type: Full-time

Salary:

Benefits:

- Health insurance
- Dental insurance
- Vision insurance
- Retirement plan
- Paid time off
- Flexible schedule
- Parental leave