

# Job Description

<b>JOB TITLE:</b>	GLOBAL HEAD OF CUSTOMER SUCCESS
<b>DEPARTMENT:</b>	CUSTOMER SUCCESS
<b>LOCATION:</b>	LONDON
<b>REPORTS TO:</b>	CHIEF CUSTOMER OFFICER
<b>RESPONSIBLE FOR:</b>	TEAM LEADER CUSTOMER SUCCESS (INBOUND) TEAM LEADER CUSTOMER SUCCESS (ONBOARDING) TEAM LEADER CUSTOMER SUCCESS (ENGAGEMENT)

essensys is one of the fastest growing global proptech firms moving rapidly into our next stage of hypergrowth. Established in London in 2006, essensys was created to solve the complex operational, everyday challenges for flexible workspaces, the largest growing segment in the commercial office market.

We believe the office environment of the past is no longer - the staid, the unresponsive and the impersonal - will be replaced with space-as-a-service and tech-oriented environment that has already attracted the world's largest enterprise users. Today, flex workspace accounts for less than 2% of the office space market and current growth estimates could easily reach 30% by 2030. Traditional landlords need to adapt and have already started doing so, especially in light of COVID. The opportunity is massive.

In 2019, essensys became a publicly traded company on the London Stock Exchange and currently has offices in London, NYC, LA and Toronto. We provide services to over 1,000 buildings across 28 countries.

## What We Do

We have built the only private cloud network to service the flexible workspace industry which underpins our SaaS platforms. We simplify the day-to-day management of flexible workspaces and the provisioning of secure wifi, internet and digital infrastructure services to tenants. Our platforms automate key tasks and processes and help flexible workspace providers deliver highly efficient, customer-centric workspace solutions. Our partners include some of the largest landlords and flex operators in the world, as we deliver an end-to-end, scalable solution by leveraging our 15 years of experience and our 100+ team of award-winning developers and engineers.

## About the Role

The company has to date grown its customer success function organically and with your external experience you will be expected to create real change in the way that we interact with our customers. You will own the entire global Customer Success function currently based in the UK and the US, but with teams to be hired and developed to support customers in mainland Europe and APAC. You will be required to develop a strategy for the way we interact with our emerging Landlord vertical and ensure coherence in message and delivery across all geographies.

## Main duties and responsibilities:

- Drive Customer Success Outcomes

- Increase renewal rates and reduce churn
- Expand our revenue in accounts through adding additional active space
- Influence future lifetime value through higher product adoption, customer satisfaction and overall health scores
- Drive new business growth through greater advocacy and reference-ability
- Determine how to define, drive, and demonstrate the value (ROI) delivered
- Define and Optimize Customer Lifecycle
  - Re-Map customer journey and clarify ownership
  - Develop listening points in journey (e.g., usage, satisfaction, etc.)
  - Standardize interventions for each point in journey
  - Define segmentation of customer base and varying strategies
  - Identify opportunities for continuous improvement
  - Personally manage escalations from your direct reports, and follow a methodical escalation process.
  - Adopt best practices from industry and own experience
- Manage Customer Success Activities
  - Onboarding
  - Training
  - Professional Services
  - Customer Support
  - Customer Success Management
  - Renewals
  - Cross-sell / Up-sell/ Expansion
  - Advocacy
- Measure Effectiveness of Customer Success
  - Define operational metrics for team
  - Establish system for tracking metrics
  - Create cadence for review within team
  - Expose subset of metrics to executive team, company and board
- Lead World-class Customer Success Team
  - Recruit mentor and groom a world class team
  - Establish rigorous and consistent interview process
  - Attract high potential individual contributors into team, and manage out non performers
  - Create rapid onboarding process for new team members
  - Foster collaboration within team and across customer lifecycle
  - Encourage continuous learning within team
- Enhance Effectiveness and Efficiency Through Technology
  - Support systems
  - Customer marketing software
  - Reference and advocacy solutions
  - Customer Success Management platform – this will be a key focus.
  - Learning Management Platforms

- Inspire Customer Success Across Company
  - Create company-wide culture of Customer Success
  - Align with Marketing around marketing to existing clients
  - Align with Product around driving product roadmap
  - Align with Sales around cross-sell and up-sell and focus on selling with a retention focus
  - Align with Finance around measurement and forecasting
  - Align with Executive Team around key metrics and objectives
  - Drive company-wide definition of ideal customer
  - Create company-wide customer feedback loop

**Knowledge and Experience:**

- 5+ years experience in leading customer-facing organizations
- Ability to manage influence through persuasion, negotiation, and consensus building
- Ideally combined background of post-sale and sales experience
- Strong empathy for customers AND passion for revenue and growth
- Deep understanding of value drivers in recurring revenue business models
- Analytical and process-oriented mindset
- Demonstrated desire for continuous learning and improvement
- Enthusiastic and creative leader with the ability to inspire others
- Excellent research, organizational, presentation and writing skills.
- Relevant Bachelor’s degree; preference for computer science or related degrees
- Strong knowledge of key target markets.
- Must be self-motivated, critical thinker, enthusiastic, inquisitive and detail oriented.
- Strong organizational skills with ability to prioritize and handle multiple projects simultaneously with support from senior team members.

**Aptitude and personal Qualities:**

- Bold, ambitious and assertive.
- Driven to make change for the better, to not settle for good enough
- Ability to multi-task, prioritize, and work both independently and within teams.
- Passion for (one of) Real Estate, Proptech and SaaS.
- Clear desire to overachieve and develop within the business.