

JOB DESCRIPTION

| | |
|-------------------------|---|
| JOB TITLE: | Head of Customer Success, North America |
| DEPARTMENT: | Customer Success |
| LOCATION: | New York City |
| REPORTS TO: | Global Head of Customer Success alongside CEO, North America |
| RESPONSIBLE FOR: | Customer Success Executive, NA Enterprise Customer Success, NA |

Established in 2006, essensys is the world's leading provider of software-as-a-service and technology to the flexible real estate industry. We empower ambitious workspace providers to meet the growing demand for flexible workspace solutions. Our secure, all-in-one platform delivers digital infrastructure, effective space setup, seamless operations, and mobile-first occupier interactions. It enables friction-free in-building experiences, instant control over processes, technology, and occupier services, as well as clear visibility into space and service utilisation.

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, Toronto and across APAC. 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 Wi-Fi, 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

This role is for the position of Head of Customer Success, North America. 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 US customers. You will own the entire North America Customer Success function. You will work closely with our new Global Head of Customer Success to develop a strategy to maximise the value our customers get from our product. As well as supporting our sales team with the growth and expansion of existing accounts.

Main Duties and Responsibilities:

- Drive Customer Success Outcomes:
 - Increase renewal rates and reduce churn
 - Influence future lifetime value through higher product adoption, customer satisfaction and overall health scores
 - Drive greater advocacy and reference-ability
- Manage Customer Success Activities
 - Onboarding
 - Training
 - Professional Services
 - Customer Support
 - Customer Success Management
 - Work with Sales to support renewals
 - Identify cross-sell / up-sell/ expansion opportunities and work with Sales to influence the expansion
 - Advocacy
 - Personally manage escalations from your direct reports and follow a methodical escalation process
- Measure Effectiveness of Customer Success
 - Identify opportunities for continuous improvement
 - Adopt best practices from industry and own experience
 - Work with Global Head of CS to define operational metrics for team
 - Create cadence for review within team
 - Expose subset of metrics to Global Head of Customer Success
- Lead World-class Customer Success Team
 - Recruit, mentor and grow a world class team
 - Attract high potential individual contributors into team and manage underperformance
 - Create rapid onboarding process for new team members
 - Foster collaboration within team and across customer lifecycle
 - Encourage continuous learning within team
- Inspire Customer Success Across Company
 - Create company-wide culture of Customer Success
 - Work closely with sales on cross-sell and up-sell and focus finding and supporting opportunities for growth.
 - Align with North America Marketing around marketing to existing clients
 - Align with Product around driving product roadmap
 - Align with Finance around measurement and forecasting
 - Align with Executive Team around key metrics and objectives

Knowledge and Experience:

- 10+ years experience in customer facing roles.
- 3+ years experience in leading customer-facing organizations, managing teams of over 5 people.
- Ability to manage influence through persuasion, negotiation, and consensus building
- Strong empathy for customers
- 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.
- Strong knowledge of key target markets.

- Must be self-motivated, critical thinker, enthusiastic, inquisitive and detail oriented.

- Strong organizational skills with the ability to prioritize and handle multiple projects simultaneously with support from senior team members.

Aptitude and personal Qualities:

- Bold, ambitious and assertive.
- Kind and empathetic leader.
- Team player who understands the need to work closely with other departments.
- 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.