Vice President Customer Success

Location: Tysons Corner, VA, Denver, CO, or Remote
Reports to: Chief Strategy Officer
Start Date: Immediately

Be part of the team at boodleAI, a rapidly growing, VC-backed SaaS leader in AI-powered people-focused predictive analytics. Our product allows our commercial and nonprofit customers to find the best prospects in any list of contacts. We are looking for exceptional talent who want to be part of a passionate team. Please reach out to us at careers@boodle.ai and send a copy of your current resume.

What we're looking to add to our team:

We are looking for our first Vice President of Customer Success. The ideal candidate is someone who wants to act as a "player/coach/innovator" doing 50% management; 50% hands on, customer interfacing work; and 100% iterating and innovating. The ideal candidate will have 4+ years of experience. Competitive compensation with full benefits for the ideal candidate. Full time work location can be remote, with travel on occasion as required post-COVID.

What you'll do:

- **Lead Customer Success and Deliver Key Outcomes:** Strive to delight 100% of boodleAI customers. Raise license renewal rates and reduce customer churn. Increase revenues across accounts through up-selling and cross-selling of our services. Prioritize lifetime value of customers through full adoption and utilization of the platform, complete customer satisfaction, and maintaining health scores. Grow our business through exceptional advocacy and reference-ability
- **Structure and Streamline the Customer Lifecycle:** Understand the unique goals of each customer. Determine customer segmentations and accompanying strategies. Create a comprehensive, yet flexible, guide to the customer journey with boodleAI. Build-in multiple feedback points to create a conversation, cultivate insight into need, and identify improvements to drive customer delight. Identify intervention points and systematically apply remedies to advance customer goals. Seek out opportunities for continuous learning and improvement. Identify evolving best practices in our industry and iterate on their methodologies
- **Lead Customer Success Operations, including:** customer onboarding, platform training, customer support and troubleshooting, customer success management, product renewals, cross-selling and up-selling of services, platform and brand advocacy/
- **Quantify, Measure, and Track Customer Success Metrics:** Establish comprehensive operational metrics. Devise a frictionless system for tracking metrics. Standardize a cadence of review within the team. Provide a subset of performance metrics to the executive team, company, and board.
- **Captain a World Class Customer Success Team:** Identify and recruit seasoned leaders for functional roles. Bring in top talent with valuable CS skill sets. Build efficient and effective onboarding processes for new CS team members. Foster an environment of iteration, innovation, and collaboration across the team and throughout the customer lifecycle. Promote and facilitate continuous learning within the team.
- **Utilize Technology to Drive Effectiveness and Efficiency, including:** support systems, customer marketing software, reference and advocacy solutions, customer Success management platforms.

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- **Advocate for Customer Success Across Company Operations:** Become a perennial advocate for the customer in company strategy. Define our ideal customer profile and articulate key attributes to the company. Shape company culture to prioritize and maintain the success of our customers. Collaborate with Marketing to articulate the needs of customers. Collaborate with Product to implement customer needs. Collaborate with Sales to cross-sell and up-sell with a focus on lifetime value, retention, and delight. Collaborate with Finance around measurement and forecasting. Collaborate and liaise with Executive Team regarding key metrics and accomplishing objectives. Devise a company-wide, interactive customer feedback loop.

What we're looking for:

- 4+ years experience in leading customer-facing organizations
- Masterful ability to manage competing views through persuasion, negotiation, and consensus building
- Knowledgeable background of post-sale and sales experience
- Demonstrated experience as a customer advocate
- A passion for growth, sales, and company expansion
- Deep understanding of key leverage & value points in a recurring revenue business models
- An analytical and process-oriented mindset
- Demonstrated desire for continuous learning, improvement, and innovation
- Passionate, creative, and open minded leader with the ability to inspire and uplift others
- Outstanding communication and presentation skills
- Relevant Bachelor's degree; preference for business management, data science, or related degrees

Extra Credit for:

- Relevant Master's degree, preference for business management, data science, or related degrees
- Experience with Hubspot
- Background in data science, machine learning, and/or predictive analytics

Comps & Perks:

- Ability to work remotely
- Competitive salary
- Incentive stock options
- Full range of benefits, including 401(k) and medical, dental and vision coverage

boodleAI is an equal opportunity employer. We celebrate diversity in our workplace, and all qualified. applicants will receive consideration for employment without regard to age, ancestry, color, family or medical care leave, gender identity or expression, genetic information, marital status, medical condition, national origin, physical or mental disability, political affiliation, protected veteran status, race, religion, sex (including pregnancy), sexual orientation, or other legally protected characteristics.

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