

Syte is an AI enterprise SaaS solution, pushing the boundaries of retail. Using visual search, we are transforming the way customers shop, helping retailers increase engagement and boost sales. We pair our innovation with an obsession for our Customer's Success.

The VP Customer Success is responsible for driving the success of our customers; to ensure that our customers are deriving maximum benefit and value from our products. We are looking for a business savvy and service minded senior executive to own and lead this core and critical function at Syte.

**Responsibilities include:**

- Drive Customer Success Outcomes
- Increase renewal rates and reduce churn
- Expand our revenue in accounts through cross-sell and up-sell
- Influence future lifetime value through higher product adoption, customer satisfaction and overall health scores
- Drive new business growth through greater advocacy and reference-ability
- Define and Optimize Customer Lifecycle
- Map customer journey
- 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
- Learn from best practices in industry
- Manage Customer Success Activities: Onboarding, Training, Professional Services, Customer Support
- Customer Success Management: Renewals; Cross-sell / Up-sell, Advocacy
- Measure Effectiveness of Customer Success
- Lead World-class Customer Success Team
- Recruit experienced leaders for each functional role
- Create company-wide culture of Customer Success
- Collaborate cross-company

**What we're looking for:**

- An obsession for customers
- 5+ years experience in leading customer-facing roles including building the CS function from scratch.
- Enterprise saas experience is an absolute must.
- 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 communication and presentation skills

- Relevant Bachelor's degree; preference for computer science or related degrees