



Head of Customer Success Job Description

SalesQualia is a premier sales coaching program for enterprise startups and technology companies. Our clients are a select group of exceptional, energetic, and inspiring individuals committed to growing their companies and making an impact.

We help them build repeatable sales processes, grow revenue, and build their sales teams so they can grow, scale, and make an impact for their customers.

Our mission is to help 100 enterprise startups hit \$10mm ARR in the next 10 years.

Since launching the Startup Selling Program™ in 2015, we have helped hundreds of founders across the world grow and scale their startups by combining world-class sales coaching, peer support, and access to our exclusive Client Library.

We are growing FAST, and we're looking for an experienced Customer Success Leader to join and lead our customer success team.

Is that you?

As our Head of Customer Success, you will be responsible for...

As a senior contributor to SalesQualia, you will own the entire client experience from onboarding and implementation to retention and account growth.

We are looking for an implementer and leader that will help our clients get results by identifying, implementing and continuously improving our customer success strategies and systems for program engagement.

As we grow, you will also be responsible for hiring, training and mentoring our customer success team to become world-class client champions so that we can support more clients on the path to achieving our company mission.

A few of the key activities –

1. Onboarding new clients and driving immediate program adoption and engagement.
2. Engaging with clients to ensure program engagement, tracking their progress and marching them to the results they want as high-growth startups.
3. Building SalesQualia customer success strategies and systems for retention, renewals and referrals.

In addition to working directly with the clients, you will be responsible for building and maintaining a repeatable, scalable customer success roadmap starting with onboarding through to contract renewal and upsell opportunities as our clients grow.

Our clients will love you because you're approachable, empathetic, and you genuinely care about their success. With a strong understanding of our coaching program and detailed knowledge of each client's situation and desired outcomes, you will show them how to leverage the program to get the results they want to achieve.

Whether you're working with CEOs or helping their sales development reps, our clients will trust and respect your expertise and leadership to guide them through their journey to grow and scale their companies.

By going to the next level for clients, and always following through on your commitments, you'll build long-lasting relationships.

This means that every day, you will...

- Build and implement systems to drive program engagement every day for every client.
- Identify, improve and scale client delivery and customer success systems.
- Be the client's champion and respond to our clients' questions and requests.
- Improve and leverage our CRM for internal communication and reporting client activity and progress.
- Build and maintain our monthly coaching calendar.
- Collaborate with our sales coaches to coordinate communication across our team and our clients' teams.
- You will be measured based on client engagement and result, retention and renewal rates and the overall health score of our clients.
- Our current Customer Success Tech Stack includes: Slack, Gmail, Circle, Active Campaign, Google Drive, Calendly, Zoom, YouTube, WordPress, LinkedIn, Asana, and Trello.

Within 1 month, you'll...

- Learn our clients, systems, and partners.
- Begin to communicate directly with our clients.
- Become an expert at learning to listen and listening to learn.
- Join our coaching and new client onboarding calls so that you can start to lead these core customer success activities.

Within 3 months, you'll...

- Know every client on a first-name basis, know how the program works, and leverage our current Customer Success systems to help clients win.
- Meet weekly with the operations team and sales coaches to identify gaps and opportunities to improve client engagement and the program.
- Recommend areas of improvement to the program based on client feedback and your experience.

Within 6 months, you'll...

- Be our authority voice for customer success both within the company and externally, working with team members to shape the program, improve retention rates and maximize revenue opportunities.
- Own the client journey from onboarding through to retention, renewal and expansion.
- Manage the delivery of the customer success roadmap.
- Train and mentor team members on how to successfully work with the clients.

This position can be either part-time or full-time, depending on the candidate. As a part-time position, a minimum of 20 hours is required.

Salary and compensation will be commensurate with experience. The compensation is competitive and is a combination of base salary, commission, and bonuses based on hitting your success metrics.

We also have a company profit-sharing plan and quarterly bonus program based on reaching company and individual performance metrics.

This may also be either a contract or company employee position, depending on the candidate and their requirements.

SalesQualia is based in Davis, CA, but we are a remote team (even before the recent global events...). It's expected that you have access to a professional office setup that is free from distractions and is representative of the level of professionalism our clients expect and deserve.

Now...let's talk about you

- You have 3+ years of leading customer success teams in a B2B environment, preferably within the startup community.
- You have a positive attitude, love to learn, and love to teach, and are adept at working remotely.
- You are awesome at managing project timelines, quality issues, resources, and budgets.
- Your attention to detail is legendary.
- You absolutely LOVE the problem we're solving for our clients and feel you are ready to contribute to achieving our mission and vision as a key member of our team.

Most important, you are a person who can commit to, and work by our Take CHARGE™ Work Principles, bringing your best Self to work each day.

We understand that not every person is aligned with this level of commitment, and we appreciate the honesty of those who decide this is not the right place for them.

On the other hand, you would make an ideal candidate to join our company if you are willing to commit to:

1. **Clients First:** Our clients are the focus of everything we do. Without clients, we wouldn't have a company.
2. **Be Human:** You respect others and their feelings and demonstrate emotional intelligence
3. **Be Awesome:** You ask the questions every day: "How can I improve our client's journey?" and "What can I do better?" and "What else can we do to help our clients?"
4. **Be Adaptable:** You can move quickly, switch directions, and adjust quickly to ensure we put Clients First.
5. **Be Resourceful:** We support and encourage people to ask questions. but you are the type of person who will always look for a solution first and bring a series of recommendations before asking for help.
6. **Generate Revenue:** We're a business not a hobby – you understand the importance of client retention and expansion opportunities because they enable us to invest in people and processes to improve our product and grow the company.
7. **Extreme Ownership:** See Something, Say Something, Do Something. The less time and energy we spend assigning blame, the more time and energy we spend finding a solution.

Ready to Get Started?

We require just two items – your resume and a cover letter.

Now... About that cover letter... This is VERY important!

Please include all of the typical reasons why you'd be an outstanding candidate for this position, plus answer the questions below – they are required as part of your cover letter.

1. Over the past 12 months, what has been your most important achievement – either professional or personal?
2. If you were a Superhero, which one would you be and why?
3. Please tell us why you feel like this job was written specifically for you.

If we feel like you may well be the perfect candidate, we'll contact you to set up a short phone screen to kick off the interview process. We'll only contact those candidates that we feel are a good match.

Got Questions?

We've done our best to describe the company, our clients, and the role. But hey, we're not perfect, so if anything here is unclear, include any questions you might have in your cover letter.

I think that's it.

If you're awesome, we want to hear from you!

Please send your details to: hire@salesqualia.com

Let's do this, shall we?