



Head of Customer Success 【~¥2000万】 Revolutionising Remote Work

Full Remote Global SaaS Company

募集職種

人材紹介会社

株式会社SPOTTED

採用企業名

Full Remote Global SaaS Company - Revolutionising Remote Work

求人ID

1471950

業種

インターネット・Webサービス

会社の種類

中小企業 (従業員300名以下) - 外資系企業

外国人の割合

外国人 半数

雇用形態

正社員

勤務地

日本

給与

1200万円 ~ 2500万円

更新日

2024年05月02日 06:00

応募必要条件

職務経験

10年以上

キャリアレベル

エグゼクティブ・経営幹部レベル

英語レベル

日常会話レベル (英語使用比率: 25%程度)

日本語レベル

ネイティブ

最終学歴

短大卒 : 準学士号

現在のビザ

日本での就労許可が必要です

募集要項

- Developing and executing strategies to enhance customer retention and minimize churn.
- Establishing objectives for the Customer Success Management (CSM) team.
- Establishing, tracking and reporting on key metrics including customer satisfaction, retention, and churn.
- Fostering a culture of high performance, employee engagement, and teamwork within the department.
- Collaborating closely with internal and external stakeholders to maximize customer satisfaction.
- Facilitating transparent communication between departments to enhance customer satisfaction from diverse angles.

- Manage a diverse team to its full potential
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スキル・資格

- Minimum 5 years experience in customer success management, ideally at a B2B SaaS company
 - Demonstrated experience in leading a team of 10+ members, effectively mentoring each member and monitoring their goal
 - Native level Japanese skills
 - Business level English skills are a plus
 - Deep understanding of software businesses, with knowledge of both the subscription and renewal models
 - Experience managing projects for large enterprise clients
 - Strong collaboration skills with internal departments and external partners.
 - Proven track record in business development and, ideally, experience growing a business
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会社説明