Director of Customer Success

Targeted Start Date: January 2021
Location: on site in Houston, Texas (this is not a remote position)
Immediate Supervisor: CEO

Company Background

PCS Software, Inc. is an AI platform for the transportation logistics marketspace providing the trucking industry's most effective transportation management platform (TMP) to improve fleet management and delivery systems and increase profits for our customers. Through innovation and invention, our software individualizes work routines, consolidates workflows, and streamlines management controls to improve accountability, transparency, and eliminate costly and redundant manual processes.

Trucking companies and freight brokers trust PCS to optimize their dispatch, accounting, and fleet operations. TL, LTL, Intermodal, and freight brokerage services use our TMP to automate operations, easily access information, and reduce inefficiencies to maximize sales and revenue. Founded in 1997 and located in Houston, Texas, PCS Software is the leading developer of hosted software solutions designed specifically for the ground transportation industry.

Job Description: Director of Customer Success

As the Director of Customer Success, you will be responsible for delivering value to and driving adoption across our customer base. On a day-to-day basis, the Director of Customer Success manages client engagements and works in tight partnership with customers to do the following:

- Set the strategic direction and goals for the Software Support Team, the Software Implementation Team, and the Account Management Teams for PCS Software.
- Set strategic direction of the customer's use of PCS Software to address business challenges via a strategic approach to customer success and best practices.
- Facilitate setting outcomes and measurable objectives with customers.
- Hold customer and PCS Software accountable to delivering against goals and measurements of success
- Identify opportunities and risks within the customer's organization, and present recommendations and solutions.
- Facilitate conversations with customers through a variety of tactics to ensure customers are on track to see maximum value from the PCS Software platform.
- Ownership for outcomes including risk management and mitigation, customer's value realization, and customer and PCS Software's mutual success

Role and Responsibilities

- Work with new and existing PCS Software TMS customers to provide additional training, education, and documentation to drive long term customer success with and adoption of PCS Software
- Manage contract renewals for the entire customer base
- Keep annual customer churn below 10%
- Drive expansion revenue via upsells and cross sells where appropriate
- Recommend best practice use case of PCS Software TMS based on understanding of customer's business, use cases, and success criteria for getting value
- Outcome and Risk Management
- Remain up to date on PCS Software TMS product features
- Proactively escalate at-risk customers and ensure internal visibility by providing regular updates, status, and next steps on a regular cadence through our communication channels.
- Collaborate closely across departments to support the success of your customers
- Maintain a highly organized and accurate task list, visible to the CS team, management, and other interested parties

Director of Customer Success

Technical Skills/Requirements

- Experience staffing, leading, and growing a call center, network operations center, or software support team from the ground up offering 24/7/365 support.
- Experience creating, leading, and training customer support staff members or network operations support members.
- Knowledge of NPS and how to achieve good NPS.
- Passion for customer success and excellence
- Customer Success Leadership of 5 or more team members.
- Experience working cross functionally within a customer facing organization to support a joint outcome.
- Demonstrated ability with oral and written communications
- Advanced knowledge of MS Office Suite
- Strong conflict resolution skills and strong attention to detail
- Thrive in a fast-paced environment with the ability to prioritize and multitask
- Resourcefulness, creativity, and strategic thinking for troubleshooting problems
- Self-motivated and self-directed
- Fast learner
- Ability to work in a dynamic environment in which the requirements are not always well defined and priorities change frequently
- 4+ years of recent experience in a B2B Customer Success/Account Manager position
- 4+ years in a SaaS industry company
- Strong proficiency in Salesforce or other CRM, including but not limited to Gainsight, Client Success, etc.
- Background in working with equipment maintenance, machinery, or manufacturing

SUCCESS FACTORS

PCS Software is a company of motivated employees from a wide range of industries and backgrounds working toward a common goal – the success of our customers in the ground transportation industry. Our team works together and challenges each other to bring new ideas to the table to achieve our mission. That is, to create the most effective transportation management system in the country at delivering process improvements that immediately result in operational efficiencies and revenue generation for our customers.

- At a personal and interpersonal level, we are looking for individuals who thrive and excel in teams and demonstrate big-picture thinking, willingness to explore new avenues, be persistent when things do not go well, and be committed to delivering and maintaining a high "Do/Say" ratio.
- Strong communication skills, both oral and written, at the technical and managerial level, are also key to success.
- Ability to communicate with customers to understand and document the simulation requirements, then ideate, plan, develop, and deliver simulation tools are required.
- Skill and ability to: collect, curate, organize, synthesize and/or analyze data to summarize findings and develop conclusions and evidence-based recommendations are essential.

EDUCATION REQUIREMENTS

Bachelor's Degree in Computer Science, Computer Engineering, CIS, MIS, Business, or other degree required.

OUR VALUES

Director of Customer Success

Our guiding principle at PCS Software is customer service. We believe that we are a customer service company that happens to make the best software in our industry. If you are driven to delight customers and treat every fellow employee with that same level of excellence and care, then we want to talk to you!

At PCS Software, we value our amazing people-centric culture of builders and doers over any skill that someone can offer. This is an amazing place to work and we offer our team a creative, fun, educational, and challenging environment. We constantly focus on not only the customer's journey and experience with PCS Software, but our individual journey as employees and the overall team experience as well.

Why Join PCS?
PCS Software, Inc. rewards your hard work with excellent opportunities for career growth and personal development. If you want to be the newest member of a vibrant group of energized technology leaders in an innovative and entrepreneurial environment, then apply online today to start building solutions that customers will love to use and join a company that truly rewards your hard work and values your talented contributions. If you would like to compete for this highly sought-after position, please submit your resume to employment@pcssoft.com.

PCS Software, Inc. is considered one of the best places to work because of our competitive compensation plans, comprehensive benefits plan with 100% company paid medical, dental, and vision premiums for you and your dependents, 401k with a 4% match, generous PTO package, a truly creative and fun working environment, complementary food/beverages in the office, paid training and development opportunities, paid gym/fitness facility membership, employee recognition programs, and amazing opportunities for career growth and personal development.

Work Authorization
PCS Software, Inc. will only employ those who are legally authorized to work in the United States. This is not a position for which sponsorship will be provided. Individuals with temporary visas such as E, F-1, H-1, H-2, L, B, J, or TN or who need sponsorship for work authorization now or in the future, are not eligible for hire.

This job description provides many examples of the types of responsibilities required but is in not intended to be a comprehensive list. The incumbent will complete other job responsibilities as needed which are not specifically described in this document.

PCS Software, Inc. is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to sex, race, color, religion, national origin, age, marital status, political affiliation, sexual orientation, gender identity, genetic information, disability, or protected veteran status. We are committed to providing a workplace free of any discrimination or harassment.

We thank all respondents for their interest in PCS Software, Inc. However, only those selected for an interview will be contacted.

To view additional information on PCS Software, Inc., please visit our website at www.pcssoft.com.

No calls or agencies please.