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## Customer Success Director

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### Responsibilities

- Strategize with the Chief Revenue Officer on GTM and customer lifecycle.
- Design of the overall CS practice; including service delivery, process, playbook, reporting, forecasting, and resource/capacity requirements (org, software, etc.)
- Formalize processes and best practices that lead to successful customer outcomes.
- Partner internally and externally to achieve our customer and revenue goals.
- Maintain ongoing relationships with customers and partner closely with Sales to expand Cloudleaf utilization and growth.
- Be a key contributor to guide and prioritize product direction to maximize customer value, retention, and growth.

### About You

- Customer, value and outcome obsessed.
- Scrappy, not distracted by noise and you GetS(tuff)Done.
- Cool under fire.
- In your element in a high-paced startup and you embrace ambiguity.
- Comfortable balancing the tension between big picture strategy and building a sustainable/scalable program, all while leading ongoing customer engagements.
- You are curious, love problem solving, love technology and love turning customers into stark raving advocates.
- You are a leader, a builder and a doer.
- You are driven and results-oriented.
- You are prescriptive.
- You are fiercely accountable.
- You are team first.
- You are comfortable interfacing across all functions of the company.
- You are an exceptional communicator.

- You are credible, a subject matter expert, and build deep, trusted relationships.

## Experience

- 8+ years' experience in technology and Customer Success with a focus on B2B Enterprise SaaS/Cloud.
- Deep understanding of value drivers in recurring revenue business models.
- Expertise in end-to-end customer management.
- Track record of successful onboarding, retention, and growth.
- Logistics and supply chain experience are a big plus but not needed if you're a data junkie and learn fast.

## Who We Are

Cloudleaf's mission is to create significant value across the end-to-end supply chain network by dramatically increasing visibility of product flow and condition. Cloudleaf customers leverage that improved visibility to increase revenues, reduce material losses, and enhance the reliability of operations. Cloudleaf customers achieve improvements in supply chain visibility of 5x and first-year ROI up to 70x. Cloudleaf is backed by top tier investors like Intel and Bold Capital and has an active advisory board of the who's who of influencers in modern logistics and supply chain management.

The Cloudleaf Supply Chain Digital Visibility Platform™ is a powerful combination of IoT, artificial intelligence/machine learning, and advanced analytics that delivers comprehensive, real-time, end-to-end insights into supply chain operations — from suppliers, through production and distribution to customers. Processing billions of events per second, Cloudleaf technology creates a digital twin of the supply chain and enhances operations and integrated business planning systems with real-time delivery of diagnostic and predictive insights. See [cloudleaf.com/about](https://cloudleaf.com/about) for additional company information.

[cloudleaf.com/careers/](https://cloudleaf.com/careers/)