



Title: Director of Customer Success
Location: Petaluma, CA
Reports to: Vice President of Services and Support

Overview

The Director of Customer Success manages the VIP Customer Success team, the Performance Management team, the Hydro Analytics team, and beta product releases for HydroPoint. This position is responsible to lead these teams to deliver best-in-class customer service and account management for customers deemed VIPs or that subscribe to the HydroPoint Performance Management program. The position is also responsible for the management of the Hydro Analytics deliverables to other departments. The position will report to the Vice President of Services and Support. The position works onsite in Petaluma, California.

The vision of the Customer Success Director is to create an organization that ensures that our customer's use and our product support exceeds their expectations, helps identify potential customer issues before they cause customer frustration, resolves and escalates customer issues efficiently, and meets customer performance metrics, all while ensuring the best possible customer experience. This team has the primary responsibility for directing our company's resources to maximize the satisfaction of our most important customers. The Director of Customer Success should foster a team that exhibits a strong ownership of a customer's experience and success, and will work with all HydroPoint departments to ensure that success.

Key Responsibilities

- Manage the VIP, Performance Management, and Hydro Analytics teams to maximize customer satisfaction and success.
- Develop a culture of best-in class customer service with a strong emphasis on providing proactive support that identifies potential problems before they affect customers and works with their organizations to resolve those issues.
- Provide the primary management front-line interface to key executives at VIP customers for issues relating to customer support.
- Manage large data analysis projects in an efficient, accurate, timely, and meaningful fashion.
- Mentor and coach the team to be the best.
- Drive process improvement initiatives that will help the team be more efficient; identify opportunities for automation and improvement and work with product management and engineering to define and implement.
- Ensure the Customer Success team follows and is measured on established performance metrics.
- Provide regular reporting on team performance.
- Provide regular and real-time status on VIP and Performance Management accounts.
- Assist the Product Management and Engineering teams with new product beta tests by supporting customers in the installation, usage, and feedback of beta products, and the ongoing customer experience with those products.



- Act as the voice of the customer for VIP and Performance Management customers to the rest of the organization to ensure that their issues are not only heard, but acted upon.
- Identify potential trends that could affect customer satisfaction and that can be resolved by product updates or process changes, and provide potential solutions and customer input to the Performance Management teams for the development and implementation of a resolution.
- Work with the Customer Support Manager and team on escalated issues to ensure VIP and Performance Management customers' issues are quickly resolved.
- Assist Sales with sales initiatives and product trials to establish the customers' desire to purchase HydroPoint solutions at the end of a trial.
- Understand, maintain, and help develop Hydro Analytic strategies and processes that minimize personal time requirements and maximize sales benefits.

Required Skills & Experience

- The ability to effectively manage and mentor customer service and account management teams.
- A demonstrable proficiency of proactive customer service processes and account management best practices.
- An analytic mind, with the ability to understand Hydro Analytic models and the skill to apply the information in a way that will help enable sales and customer satisfaction.
- Ability and desire to work with the sales team and customers both before and after a sale.
- Strong sense of ownership on issues affecting customer success; managing the resolution of issues, rather than only identifying them.
- A proficiency with designing and measuring performance metrics for customer service staff.
- Creative problem-solving skills.
- Fanatical ownership and tenacious follow up when handling customer issues.
- Strong desire to see customers be successful with a technical product in challenging environments.
- Ability to create and maintain strong, professional relationships with customers and teach his/her team how to do the same.
- Skilled in Excel, Word, and PowerPoint.
- Strong organizational skills.
- Ability to remain calm and clear-minded in a vital company role that directly impacts both revenue and customer satisfaction.

Background

- Minimum of a Bachelor's degree in Business Administration or equivalent.
- Minimum of 5-10 years in customer service and/or account management-related positions.
- Minimum of 2-5 years of experience managing customer service and/or account management teams or departments.
- Excellent verbal and written communication skills.



About HydroPoint

HydroPoint is the leader in smart water management solutions, helping companies to maximize water savings, reduce operating costs, minimize business risks, and achieve sustainability goals. An EPA WaterSense® Partner of the Year, the company combines the latest in IoT technology, data analytics, and automation to optimize irrigation, flow management, and leak detection across an entire site. HydroPoint solutions deliver visibility and control for a broad range of commercial, government, education, and community applications. Located in the San Francisco North Bay, HydroPoint has been helping the world save, and not waste, water for more than 15 years. Our mission is to make the best and most efficient use of our world's most important resource.

HydroPoint provides a competitive compensation package including salary, incentive stock options, 401(k) retirement plan, paid time off and holidays, and comprehensive health benefits.