

### About Veeya

We are a unique Managed Service Provider (MSP) with a passion for enabling, empowering and encouraging educators through simplified technology experiences.

We provide safe and reliable Internet connectivity, secure and connected campus infrastructure, responsive wireless networks, dependable and modern Voice over IP (VoIP) telephony, and role-based devices that help staff members be more effective.

### About the Role

The Director of Customer Success is responsible for developing customer retention and loyalty by building trustworthy relationships. This role will have primary responsibility for both the strategic relationships within a given region (state or large metro area) and the team of Technical Account Managers (TAMs) who prioritize projects, provide technical support and help staff members and teachers better understand how to best leverage the services we provide. In addition to ensuring customers are satisfied with our services, this role will help clarify necessary improvements to the rest of the organization and help identify new service areas that will help build trust and value.

For the next 12-24 months, this role will report directly to the CEO.

### Role Duties & Responsibilities

While Veeya's CEO and CTO share the abundance of responsibilities for growing the organization, this role will be the company's spokesperson and leader in a specific region. As such, the person who receives this role must be able to participate confidently in executive-level conversations and possess a level of "conversational competence" when discussing technology and the services we provide. The follow list outlines the role from this perspective.

- **Educator.** Natural bent for helping people get the most from current investments, earning trust, and exercising discernment to ensure adding new services truly solves a customer challenge and creates value. Understands the difference between "earning the right to make a professional recommendation" and selling.
- **Natural coach.** As a supervisor, this role needs experience helping others learn to establish, maintain, and nurture positive, trust-based relationships. This may include interviews, hiring, training, reviews, and disciplinary actions.
- **Proactive realist & connector.** Because this team must ensure customers are "healthy" in terms of issues being resolved, services working effectively, and expectations set appropriately, it's essential this role interacts proactively across Veeya teams to ensure we're "doing what we should be doing."
- **Best Practices creator.** responsible for creating policies and procedures that optimize the customer experience. Proficient at gathering and organizing customer feedback, studying other customer success programs and analyzing customer data so the entire staff can adhere to policies that ensure customers receive the same quality of service.

### Required Skills

- Strong leader. Enjoys leading by example in terms of ‘fighting’ for customers in winsome ways.
- Strong advocate for both the team and the customer
- Partnership builder and grower.
- Fantastic interpersonal skills and excellent communicator, both orally and in writing. Must feel comfortable interacting and communicating with all levels of customers’ team (e.g., executives/superintendents; principals/headmasters/business owners, administrators/managers, leaders/teachers/faculty).
- Highly organized with experience directing others.
- Knowledge of modern customer service practices
- Technical aptitude; thirst for learning
- Proven ability to prioritize the “most important” projects without losing sight of smaller tasks that must also be addressed; strong project manager. As a natural problem-solver, should look for appropriate ways to better solve customer challenges.
- Experience with Customer Relationship Management (CRM) solutions
- Proficient in Microsoft Office suite, specifically Excel and PowerPoint