



## Job Description

# VP of Customer Success

Department:	Customer Success
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Type:	Permanent
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Location:	Hoboken (with remote working)
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Hours:	36 - 40 per week
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Reports to:	CEO
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Salary:	Competitive plus bonus & stock
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Posted:	August 2020
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## Our Core Values



Achieve anything with a healthy and happy team



Push boundaries through direct communication and diversity



Act responsibly and protect the data



Amaze through user-friendly and rewarding experiences



Maximize research impact

## About the role

At Castor, we're all committed to a world with faster, smarter, medical research. Our cloud based software solutions are revolutionizing data capture for researchers worldwide. You've found yourself a company with a true purpose.

Committed to this goal, our Customer Success experts advice and support thousands of clinical researchers from all over the world. We know that making our customers successful goes beyond providing them with them with a platform.

With this in mind, and as we move into our next investment, we are looking for a VP of Customer Success to join our leadership team.

In this role, you will be responsible for defining strategy and providing real time metrics, setting the industry benchmark for customer success and professional services in clinical research.

## What you'll be doing

- Lead, coach, grow and develop the international Customer Success (CS) and professional services team
- Develop, shape and support the delivery of our CS strategy
- Create the perfect customer journey
- Continuously optimise the customer onboarding experience
- Define novel strategies which drive product adoption
- Collaborate with sales to define a world-class account management process and identify account growth opportunities
- Manage customer churn and retention
- Empowering customers to connect their goals and challenges with solutions in our platform
- Expand our professional services through strong partnerships
- Report real time metrics to the CEO and senior management
- Strategize to maintain our status as the highest rated eClinical platform
- Engage with Marketing to champion and share customer stories
- Ensure customer feedback is translated into action

## What you'll bring

### You'll definitely have:

- Extensive experience of customer success or business consultancy in a SaaS company
- Experience of working in or supporting customers in the life sciences space
- Strong experience of being a people manager, coach and enabler with the ability to inspire and drive performance
- A data driven approach and strong knowledge of performance metrics including customer NPS, renewals, subscriptions and activity
- The ability to develop novel strategies and initiatives whilst tracking delivery
- The ability to translate customer empathy and relate complex concepts to non-technical audiences
- The ability to provide direct, but respectful feedback to colleagues and customers
- The drive, self-awareness and flexibility to work in a high-energy startup environment

## Your main contact for this vacancy:



**Eric Stonehewer**

**Talent Acquisition Manager**

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