



Director of Customer Success

Eigen Innovations helps leading, global manufacturers realize massive savings and reduce waste from their processes through our industrial vision solution. Our dedicated team has not only built a truly scalable AI-enabled solution, we're actually taking industrial vision to the next level.

We are looking for a Director of Customer Success to join our team. In this role, your focus will be to work with each client and their unique needs and vision to ensure we are consistently exceeding expectations from end-to-end of their experience.

This will have you managing the customer relationship from initial feasibility engagement through to industrializing our solution, ensuring that deliverables are of the highest quality. You are deeply engaged in solving the client's issues and queries and deliver results on time and on budget. You will also be relentless about providing feedback to the collective Eigen team on how we can better serve our customers.

The successful candidate will work closely with all functions at Eigen including Delivery, Engineering, Sales, Product & Marketing team members and will report to the Chief Revenue Officer.

The ideal candidate will possess the following skills and experience:

- Passionate about identifying critical problems for Industrial Manufacturers and helping the Eigen team solve those problems as quickly as possible
- Experience working in a "roll-up your sleeves", start-up environment
- A high EQ, strong analytical skills and is a critical thinker with the ability to translate data into insights
- Exceptional communication skills and highly organized, collaborative and detail oriented
- Results-driven, with a bias for speed and action
- Experience building and maintaining relationships, while working to mitigate churn and drive engagement and renewals
- Passion for technology and a desire to learn about advanced solutions within manufacturing environments

Responsibilities

- Collaborate with Eigen's delivery and engineering teams to deploy Eigen's technology to solve BIG problems for our targeted customers across multiple verticals in Industrial Manufacturing
- Prepare proposals, projected ROI's, statements of work and quotes for new customers
- Serve as the primary contact for new customers, enabling the successful onboarding and roll-out of Eigen's solution
- Organize and lead customer facing meetings throughout client engagements
- Collaborate with the delivery and engineering teams to set up and configure Eigen's software platform based on customers' requirements
- Work with the Marketing team in the design of customer facing documentation to ensure seamless onboarding & technology adoption
- Proactively communicate with customers on an ongoing basis. Specifically, you will:
 - Communicate actual ROI vs target, throughout the customer lifecycle
 - Provide ongoing insights to customers to ensure that they get the most out of the platform with the aim of helping grow our customer base
- Work with Eigen's, data engineering and data science teams to drive insights for Eigen customers using their data.
- Analyze customer health metrics, marshalling resources across the Eigen team as needed to support customers needs
- Maintain a deep understanding of the product and communicate with customers about the most relevant features/functionality for their specific business needs
- Work closely with Product on identification and tracking of enhancement features, requests and bugs
- Monitor accounts to identify churn risk and work proactively to eliminate that risk
- Collaborate closely with business development to support renewals and expansion opportunities
- Work with Marketing to Identify opportunities for customers to act as Eigen advocates (e.g. testimonials, case studies)

Qualifications

- Minimum of 5 years experience in Customer success, project management and/or in B2B consulting
- Background in tech, IT, industrial manufacturing or engineering
- Proven track record working in a customer facing role
- Experience working with cross-functional teams
- Ability to maintain relationships and deliver results while working remotely
- Experience with juggling multiple projects at the same time and preparing proposals
- Skilled in Microsoft Office and Google Suite applications

If you meet the above qualifications and are looking to contribute within a high performance team, contact us at careers@eigen.io.