



VP of Customer Success

Mission

HeavyConnect empowers food producers to simplify operations and work-life with easy collaboration software.

About us

Based in California's Salinas Valley, HeavyConnect is the leader in mobile workflows for the farming industry. HeavyConnect simplifies operational complexity and regulatory compliance for the agriculture industry by leveraging the burgeoning capabilities of standard mobile devices. We have created a mobile platform that digitizes the paper-based workflows of remote farming and processing operations. Since inception, HeavyConnect has evolved beyond digital data collection to providing workflow collaboration tools for teams that focus on Food Safety, QA, Pest Management, Worker Safety, Employee Time & Attendance, and more.

About the role

HeavyConnect is looking for a customer-centric senior leader to lead our global Customer Success and Technical Support teams. In this role you will report directly to our COO and you should have deep experience in leading teams and managing an enterprise customer lifecycle. You will have worked closely with Sales, Product, and Operations and can assume multiple roles to deliver successfully on complex initiatives. You should bring a customer-oriented mindset, be a strong problem solver and act as a resource to your teams, building and delivering on a strategic vision for Customer Success at HeavyConnect. To be successful in the role, you must have the necessary skills to work effectively with customers and the team across a number of different contexts. You have a growth mindset, natural curiosity, a gift for concise communication, and thrive on overcoming challenges. You are equally comfortable being hands-on and strategic. You understand the importance of customer metrics, you are self-directed, and can be a reliable leader in delivering the highest quality of work for the mutual benefits of our customers and HeavyConnect.

Responsibilities

- Act as a role model of HeavyConnect's values for the Customer Success teams and build on our SaaS customer centric environment
- Lead our global Customer Success teams and strategies, translating company vision and objectives into tactical plans to meet our goals
- Own the post sale customer experience, annual contract renewals, accounts receivable and Net Revenue Retention focused on account expansion across our global enterprise customer base
- Oversee our Strategic Customer offering and deliver through our professional services teams
- Design scalable processes to support and engage with a rapidly growing customer base



- Develop executive-level relationships with key customers
- Collaborate with Sales, Marketing, Operations and Product to build and deliver a world class customer experience
- Deliver meaningful strategic and tactical recommendations to executive leadership on customer trends and maximize account health
- Improve the team through employee engagement, individual development, and motivation

About you

- A Bachelor's degree is required for this position
- 10+ years experience in Customer Success and in a leadership position; experience managing high-performing teams is a must
- 7-10 years of SaaS business experience, agriculture or food industry experience is a plus
- Strong systems thinking; you clearly understand how various operational groups (Sales, Marketing, Product, Operations) interact with Customer Success
- Proven ability to build scalable process and success in achieving KPIs and OKRs
- Communication expertise; you can clearly articulate tasks, offer solutions, and manage goals and expectations with staff
- Demonstrable ability to navigate customer hierarchy with strong executive presence

The nitty-gritty

Company: HeavyConnect, Inc.

Location: Remote (some travel to our HQ in Salinas, CA may be required)

Benefits: We offer a full benefits package including medical, dental, and vision, and generous PTO.

Inclusion: Come as you are. We celebrate diversity and are committed to creating an inclusive environment for all employees. HeavyConnect is an equal opportunity employer.

To apply, email abby@heavyconnect.com with the subject line "VP of Customer Success". Please include your resume with your email.