

Director of Professional Services

Description

Reporting into our VP Customer Success, you will be responsible for overseeing our Professional Services team. Your mission is making every customer in our portfolio successful as they launch Poka, contributing to their adoption and delivering value with our app. You will also engage as part of our delivery team to provide onboarding solutions, best practices and expertise to our customers. This position and function will be closely aligned to the Customer Success team and will work in concert with Sales, Product Management, Engineering, and Marketing to execute on Go to Market strategy. What you'll be responsible for: Manage the internal professional services and the execution of the strategy and processes for onboarding and further services on the customer journey to scale ROI and usage. Manage the assignment of projects and ensure that the delivery of professional services meets established corporate standards. Own, define and improve our post-sales customer journey in collaboration with Customer Success and other Poka functions. Define and deliver on the customers scope of services (use-cases) as a sub set to the customer strategy and overall plan owned by Customer Success. Standardise interventions for each point in the customer journey. Develop service proposals for clients related to Poka onboarding and post-onboarding services. Manage and participate in the development and continuous improvement of internal tools, methodologies and processes. Define segmentation of customer base and varying strategies. Developing the network of onboarding / content creation partners. What you bring to the table: 10+ years of experience leading various CI and TPM initiatives in a leadership role in manufacturing environments. Deep understanding of the lean principles and technologies used in factories. Excellent French and English written and verbal communication skills – there is a substantial amount of communication and collaboration with internal and external stakeholders. Strong project management skills with the ability to manage multiple projects at once. Consulting experience – an asset. Ability to travel up to 20% of the time. #LI-FH1 #LI-Remote #EN Please mention the word **OVERJOYED** and tag RMTguMjM3LjlwNC4xMTE= when applying to show you read the job post completely (#RMTguMjM3LjlwNC4xMTE=). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via [RemoteOK.com](https://www.remoteok.com)

Hiring organization

Poka EN

Job Location

Montreal, Quebec, Canada

Base Salary

\$ 65000 - \$ 105000

Date posted

June 12, 2024

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