

Improve the success and retention of your new leadership hires.



Recruitment Consultants and Executive Search Firm.

Connecting organisations with more diverse, impactful leaders that stay for longer and are more successful.

Exceptional Leadership Matters

01543 231070 **DOUGLAS JACKSON**

Operations, Customer Experience, Insight, Planning, Transformation

Sample Chief Customer Success Officer Job Description and pre go-to market

considerations: Customer Success is predominantly adopted by B2B and technology firms, particularly Software as a Service (SaaS) providers. Additionally, advertising, and other professional service firms increasingly opt for Chief Client Officers to enhance their client engagement strategies.

What is the mission:

What is the mission of the Chief Customer Success Officer - for example: To revolutionise the way we engage with enterprise/SME customers by creating a seamless, intuitive, user experience that transcends expectations and drives sustainable growth, where customers reach their goals through intentional onboarding, training, support, and relationships. Creating plans and workflows which enable our customers to get the best out of their product.

What is the Impact:

What Impact do you want your Chief Customer Success Officer to have - for example: It is important to look to the future and consider in 12 months, three years, five years, what will this role have delivered, what does the future look like for your business with this role in it: Customer Acquisition/Growth/Profitability/Retention/Loyalty

What are the present challenges:

What are the present opportunities:

What are the outcomes you expect from this role.

90 days, 6 months, 12 months, 3 years, 5 years.

Who will this role work with and who will they need to influence.

What does this role require in terms of both the soft and hard skills.

Based on what you think you want, what else do you think you can consider.

What is in it for them.

Once you have defined what is important for you, it's time to have a think about what's in it for the newly appointed Chief Customer Success Officer, to make your CCSO role an attractive proposition and secure the very best talent and future CCSO that will deliver the results and capitalise on your CX strategy.

What is the process – who will be involved and how many stages/what is the timeline.

Douglas Jackson are an Executive Search and Recruitment Consultancy.
T: 01543 231070 E: mail@douglas-jackson.com W: www.douglas-jackson.com

Douglas Jackson Limited. Umtali House, Lower Way, Great Brickhill, Bucks, MK17 9AG. Reg: 6091414.

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Introduction: Start with the mission, the impact, and the opportunities.

The purpose: Tell them a little bit about the business, what is it that makes you special and what journey are you on, where are you in that journey. What is your purpose.

The outcomes: Time to let your prospective talent know what you will be hoping for and what they will be expected to deliver.

The team: Who will this role lead, support and who will they report too and work alongside.

Responsibilities: What will you be responsible for and what is the mandate.

It is important to understand the specifics of these roles as words like customer experience, customer service and customer success, mean quite different things, yet many who wish to apply will consider themselves suitable for all the above.

The Chief Customer Success Officer appointment is pivotal in driving customer satisfaction, loyalty, and business growth through innovative strategies and exceptional customer service delivery.

Mission: To revolutionise the how we engage with customers by creating a seamless, intuitive, and delightful user experience that transcends customer expectations and drives sustainable growth, loyalty, and retention/

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Your Impact:

1. Customer-Centric Visionary:

- **Empower Customer Voices:** Lead initiatives that turn customer feedback into actionable insights, ensuring every voice is heard and valued. Transform these insights into strategies that elevate the customer experience by working closely with your fellow board members and product teams.
- **Future-Ready Innovation:** Spearhead the integration of innovative technologies like AI, machine learning, and predictive analytics to anticipate and meet customer needs proactively.

2. Strategic Growth Architect:

- **Sustainable Loyalty:** Develop programs that not only retain customers but turn them into brand advocates. Focus on lifetime value rather than transactional interactions.
- **Market Expansion:** Identify and leverage growth opportunities through deep understanding of customer data and market trends. Drive expansion strategies that align with customer expectations and business objectives.

3. Cultural Champion:

- **Unified Vision:** Embed a customer-first mindset across all levels of the organisation. Ensure every team member, from frontline staff to executives, understands their role in delivering exceptional customer experiences and product value.
- **Transformational Leadership:** Foster a culture of continuous improvement and innovation, encouraging teams to challenge the status quo and strive for excellence in every customer interaction.

4. Experience Innovator:

- **Omnichannel Excellence:** Create a seamless customer journey across all touchpoints, ensuring consistency and quality whether online, in person, or via customer support channels.
- **Personalisation at Scale:** Implement advanced personalisation strategies that make every customer feel uniquely valued and understood.

Outcomes You will Drive:

- **Customer Satisfaction:** Achieve industry-leading customer satisfaction scores and Net Promoter Scores (NPS) through relentless focus on quality and service excellence.
- **Customer Retention:** Increase retention rates by developing deep, trust-based relationships with customers, enhancing product value.
- **Revenue Growth:** Drive significant revenue growth through innovative customer engagement strategies and robust loyalty programs.

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- **Employee Engagement:** Cultivate a motivated and customer-focused workforce and team of specialist Account Manager/Customer Success who takes pride in delivering outstanding service and achieving the right outcomes for the business, product, and customer.

Who You Are:

- **Visionary Leader:** With a proven history in customer success and innovation, you inspire and lead by example.
- **Data-Driven Decision Maker:** You leverage data and analytics to inform strategy and measure success.
- **Collaborative Partner:** You excel in cross-functional collaboration, working seamlessly with marketing, sales, product development, and other teams.
- **Empathetic Communicator:** You possess exceptional communication skills and high emotional intelligence, understanding and advocating for both customers and employees.

Why Join Us:

What you can look forward too working in this pivotal role for

What is next:

If this role looks like a good fit, we would love to hear from you, next steps, please contact us at with your CV and a single paragraph as to why you might be a good fit for this appointment.

We will be shortlisting by the X Date, with first interviews taking place w/c X Date, followed by a final stage and presentation aiming for w/c X Date with appointments then subject to notice period and onboarding.

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