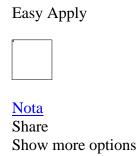
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Director of Customer Success & Strategic Partnerships Director of Customer Success & Strategic Partnerships
Nota · United States (Remote)
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Director of Customer Success & Strategic Partnerships

United States · 1 week ago B7 Over 100 applicants

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Full-timeMatches your job preferences, job type is Full-time.

3 of 10 skills match: Strategic Partnerships, Customer Satisfaction, Customer Success3 of 10 required skills are found on your profile, matched skills include: Strategic Partnerships, Customer Satisfaction, Customer Success

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Your AI-powered job assessment

- Am I a good fit?
- Tailor my resume
- How can I best position myself?

About the job

Join Nota as the Director of Customer Success & Strategic Partnerships, where you'll lead a high-performing team, forge impactful partnerships, and champion customer success to drive long-term growth. You will be a key player in building relationships, enhancing product adoption, and shaping Notas vision for delivering exceptional value to our clients and partners.

Roles & Responsibilities:

- Customer Success Leadership: Build and lead a top-performing team of customer success professionals, fostering a culture of excellence and continuous improvement.
- Strategy Development: Design and implement customer success strategies to maximize adoption, retention, and upsell opportunities, aligning with Nota's growth goals.
- Partnership Development: Identify and secure strategic partnerships that expand our reach and drive mutual business growth through co-marketing and co-selling initiatives.
- Customer Advocacy: Represent the voice of the customer within the organization, gathering insights to influence product development and overall strategy.
- Onboarding Excellence: Oversee the customer onboarding process to ensure seamless implementation and adoption of Notas AI-powered solutions.
- Data-Driven Performance Management: Define and analyze key performance indicators (KPIs) such as retention rates, upsell metrics, and customer satisfaction to inform decision-making.
- Cross-Functional Leadership: Collaborate with Sales, Product, Marketing, and Engineering teams to ensure customer needs are met across the entire organization.
- Issue Resolution: Lead the resolution of escalated customer challenges, working across departments to deliver timely and effective solutions.

Key Skills Required:

- Experience: 6+ years in customer success, strategic partnerships, or related roles, with at least 3 years of team leadership experience in a B2B SaaS or publishing environment.
- Leadership: Proven ability to build, mentor, and inspire high-performing teams.
- Strategic Thinking: Exceptional ability to develop and execute long-term customer success strategies aligned with business goals.
- Relationship Management: Strong interpersonal skills with a track record of building and maintaining strategic partnerships and customer relationships.
- Technical Proficiency: Understanding of AI, machine learning, and data analytics concepts, and familiarity with B2B SaaS models.
- Data-Driven: Expertise in leveraging data and metrics to optimize customer success and inform strategies.
- Collaboration: Demonstrated success in cross-functional collaboration across sales, product, and engineering teams.
- Adaptability: Comfortable in a fast-paced, dynamic environment, and able to manage shifting priorities effectively.

Ideal Candidate:

The ideal candidate is a seasoned leader with 6+ years of experience in customer success or partnerships within the B2B SaaS or publishing industries. They are self-motivated, highly strategic, and thrive in a leadership role that requires both big-picture thinking and detailed execution.

This individual has a proven track record of building and leading high-performing teams, creating and executing customer success strategies, and developing impactful partnerships that drive mutual growth. They are data-driven, possess excellent interpersonal skills, and can navigate complex customer and partner dynamics with minimal oversight.

Key attributes include:

- Self-Starter Mentality: Comfortable defining their own priorities and taking ownership of goals.
- Leadership Excellence: Ability to inspire and mentor teams while managing cross-departmental collaboration autonomously.
- Strategic Thinking: Skilled in translating customer needs into actionable strategies that align with company objectives.
- Entrepreneurial Spirit: Thrives in a fast-paced, dynamic startup environment with a hands-on approach.

Other Considerations

Location: RemoteStatus: Full-Time

• Eligible to work in the United States

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Insights about this jobs applicants

Heres where you can see if this job is a good fit for you by learning how you stack up against other applicants, what your unique advantages are, and how your skills and background help you stand out from the crowd.

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See how you compare to other applicants

Applicants for this job

- 1,840Applicants
- 96Applicants in the past day

Applicant seniority level

- 37% Director level applicants
- 32% Senior level applicants
- 10% VP level applicants
- 9% Manager level applicants

Applicant education level

- 24% have a Master of Business Administration (Similar to you)
- 19% have a Bachelor's Degree
- 17% have a Bachelor of Arts
- 40% have other degrees

Exclusive Job Seeker Insights about Nota

The latest hiring trend

• 40

Total employees

• 74%

Company-wide

2 year growth

74% increase

Chart

Chart with 25 data points.

The chart has 1 X axis displaying Time. Range: 2022-09-23 16:48:00 to 2025-06-06 13:12:00.

The chart has 1 Y axis displaying values. Range: 0 to 60.

Created with Highcharts 9.0.10204060May 2023Nov 2023May 2024Nov 2024May 2025

End of interactive chart.

Median employee tenure 2.2 years

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About the company

Note

<u>Nota</u>

7,024 followers

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Nota is SaaS company offering an innovative set of assistive AI tools that expand the reach and impact of human-authored stories.

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Director, Customer SuccessDirector, Customer Success

NoFraud

<u>United States (Remote)</u>

\$140K/yr - \$190K/yr

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•	
	<u>Vice President of Customer Success Vice President of Customer Success with verification</u>
	Insight Global
	San Francisco Bay Area (Remote)

	\$250K/yr - \$300K/yr + Bonus
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