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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:** Remote
- **Status:** Full-Time
- **Eligible to work in the United States**

See more

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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



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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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[\\$140K/yr - \\$190K/yr](#)

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Cinnamon Inc.

United States (Remote)

- 1 week ago
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**WorkHero: Director of Customer Success**WorkHero: Director of Customer Success

WorkHero

United States (Remote)

- 1 week ago

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**Vice President of Customer Success** Vice President of Customer Success with verification

Insight Global

San Francisco Bay Area (Remote)

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

○



8 school alumni work here8 University of Denver - Daniels College of Business  
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**Director of Customer Success** Director of Customer Success with verification

Valsoft Corporation

United States (Remote)

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**VP, Customer Success North America** VP, Customer Success North America with verification

Energy Exemplar

United States (Remote)

- 2 days ago



- 



**Sr. Dir, Customer Success Management** Sr. Dir, Customer Success Management with verification

GitHub

United States (Remote)

- 



2 school alumni work here2 University of Denver - Daniels College of Business school alumni work here

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**Head of Customer Success** Head of Customer Success with verification

The Green Recruitment Company

United States (Remote)

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**Customer Success Director** Customer Success Director with verification

Atlan

United States (Remote)

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1 school alum works here1 University of Denver - Daniels College of Business  
school alum works here

○ 1 week ago

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**Dir, Customer Success Management** Dir, Customer Success Management with verification

GitHub

United States (Remote)

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**[VP of Customer Success & Service Delivery](#)** [VP of Customer Success & Service Delivery with verification](#)

[CenTrak](#)

[United States \(Remote\)](#)

[\\$180K/yr - \\$200K/yr](#)

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**[Vice President of Customer Success](#)** [Vice President of Customer Success with verification](#)

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## Insights about the company

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