



Committed and with passion for precision we create digital reality solutions combining sensor, software, and autonomous technologies to empower a sustainable future.

As a **Director of Customer Success** for Digital Realty Cloud Software Solutions, you will play a pivotal role in customer-success strategies. This position requires a self-motivated and results-oriented individual who can effectively establish relationships as a trusted and strategic advisor. Reporting to the EVP of Geosystems, Business Development, and dotted line reporting to the EVP, Platform and Software Solutions, you will be a key player on our customer success team, contributing to the overall success and expansion of the business.

Director of Customer Success, Reality Cloud Software (f/m/d)

Barcelona, Spain



This appeals to you

- Leading the customer success team, from building the department to developing it for scalability and sustained growth, with all the people, processes, and strategies optimized in a customer-first manner.
- Adding value to customer relationships and driving the desired customer goals by either actively participating in client discussions or by testing and implementing a proven approach within their team.
- Creating an optimized & data-led model of the customer journey, then making sure all internal stakeholders are aligned on it.
- Work with their CS Ops specialists to ensure customer data is correct and that everyone uses the same data sets (data hygiene).
- Determining metrics, health scores, and KPIs relevant

This is you

- Minimum 3 years of experience working as a Customer Success Manager, leading a customer success team with proven performance and specific revenue goal achievement.
- An MBA or related graduate or post-graduate degree is preferred, with a technical undergrad degree being an added advantage. Experience in the can be substituted for traditional education.
- Deep understanding of software businesses, with knowledge of both the subscription and renewal models.
- Expert communication skills and the ability to hold C-level customer conversations that drive business for both parties and move the relationship forward (German, Italian, English)

to each account, the entire team, and the entire business. Determine how the CS team will track these metrics and who has the overview for each account.

- Increasing product adoption, customer loyalty and retention, and customer satisfaction while actively setting and contributing to churn reduction tactics.
- Collaborating with sales and marketing to create and optimize the upsell and cross-sell strategies the CS team uses to increase ROI.
- Drafting, approving, and implementing compensation plans for the entire CS team with the goal of encouraging productivity and performance and rewarding customer-goal and business-goal achievement.
- Relationship management across the entire CS team, helping others on the team maintain and improve customer relationships.

- Business development knowledge and, ideally, experience growing a business.
- Strong analytical and goal-oriented mindset backed by expert-level project management knowledge and skillset.
- Advanced business experience and ability to create strategies, guidelines, and objectives and implement them while driving business growth and creating data-driven reports.
- Advanced IT&C knowledge and capabilities and ability to learn new software tools on the job

We offer you

- Competitive remuneration package: fixed part + bonus paid 2 times a year in March and September. The bonus is calculated according to the company's performance.
- Stable employment conditions: permanent contract
- Ticket Restaurants (2420 euro net by year)
- Life insurance paid for by the company
- Possibility to apply at any time for private medical insurance with Adeslas
- Modern office in an attractive location in Barcelona (5 minutes walking from Sants Train Station)
- Friendly and international working environment with collaborative spirit. We have employees with +33 different nationalities in our Barcelona office!
- Access to an online platform reserved for our employees where you can benefit from discounts on more than 50 brands including fashion, technology, travel, culture, etc.
- Remote work policy: the company provides 250 euro per year gross to manage internet and other expenses.
- Teleworking model: hybrid model with a lot of flexibility
- Flexible benefits in transport, education, kindergarten.
- Shorts Friday (Friday afternoon off)

About Us

Hexagon is a leading provider of digital reality solutions and employs more than 24,000 people in 50 countries. You will be part of a strong, experienced, inspiring and motivated team of experts driving the future of Hexagon. You will use and develop your skills in our highly innovative and diverse environment. Flexible working models allow you to ideally combine work and private interests.

Contact

If you have any questions, please do not hesitate to contact [Brigitte Schnetzer](#), Talent Acquisition Specialist.

APPLY NOW

Hexagon Geosystems

Job-ID: 91pl294x



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