

# VP, CUSTOMER SUCCESS

## DEPARTMENT:

Operations

## REPORTS TO:

President

## LOCATION:

Boston MA or  
Jacksonville, FL

## WHY IS GLOBAL INTERCONNECT, INC. (GII) INTERESTED IN HIRING A VP, CUSTOMER SUCCESS?

GII has ambitious growth goals and is committed to doubling the size of the organization in the next 5 years. The opportunity is extremely ripe for the right candidate to be a key contributor to this growth.

## ABOUT GII:

Global Interconnect, Inc. is a design, engineering, and manufacturing firm with headquarters in the US and offices in Hong Kong and China. Our niche and primary focus is providing custom cable assemblies, connectors and sub-assemblies of unparalleled quality for medical device and high-end industrial OEM's. These end devices and instruments are used around the world impacting, improving and in many cases saving lives each and every day. (Check us out at <https://www.globalinterconnect.com>)

## POSITION SUMMARY:

The Vice President of Customer Success will be responsible for executing strategies and critical initiatives focused on creating and delivering a top-tier customer experience for Global Interconnect's current customers and prospects. In addition, they will drive key decisions and strategic direction of refining the customer journey, including but not limited to new customer on-boarding, ongoing customer support and value, workflow assessment, and developing a team focused on delivering cost-effective, industry-leading support and engagement that promotes increased sales and organic growth. Other key responsibilities will include collaboration with senior team members of marketing, procurement, logistics and finance to provide guidance and leadership on strategies and operating framework(s) designed to deliver a comprehensive customer centric experience.

## ESSENTIAL RESPONSIBILITIES:

- Oversee Team of Customer Success Associates and serve as resource/mentor providing ongoing guidance, direction and provider of solutions and ideas to maximize customer outcomes
- Develop and execute strategies to maintain a high level of customer engagement and satisfaction
- Work with Marketing and Sales to lead and execute process for continually educating customers in the value propositions, capabilities and service offerings of Global Interconnect, Inc. (GII)



**GLOBAL  
INTERCONNECT**  
*Single-Use Connector Specialists*

### Global Interconnect, Inc. USA

11 Jonathan Bourne Drive  
Pocasset, Massachusetts, USA 02559

Telephone: 1-508-563-6306

### Global Interconnect (HK) Ltd.

12103 Fortune Commercial Building,  
362 Sha Tsuen Wan, N.T., Hong Kong

Telephone: 852-3690-1482

[www.globalinterconnect.com](http://www.globalinterconnect.com)

## ESSENTIAL RESPONSIBILITIES:

- Develop and implement KPI's/metrics to assist in the tracking and ongoing monitoring of GII's customers' satisfaction; Serve as owner of GII's Customer Report Card process and its corresponding results
- Work closely with members of the Sales Team to collaborate and help execute tailored strategies to promote and drive organic sales growth of targeted customers
- Responsible for reviewing accuracy of monthly sales backlog data and working with Customer Success Associates and cross functional teams to achieve monthly sales figures and minimize the degree and magnitude of fluctuations where possible
- Responsible for working with Customer Success Associates and members of the Sales Team to develop and present annual sales projection data
- Responsible for reviewing, tracking and conducting trend analysis of sales projections versus actual sales and working with Customer Success Associates and members of the Sales Team to identify/highlight potential sales projection short falls along with potential remedies
- Serve as initial escalation point for Customer Success Associates to resolve customer complaints/issues/challenges and participate in meetings if necessary with customers to ensure issues are being appropriately handled/resolved
- Work with Directors and VP's from other Departments (i.e., purchasing, engineering, sales, logistics, etc.) to identify operational areas for improvement to maximize customer satisfaction and service delivery
- Identify areas for increased efficiency and Customer Success Associates Team effectiveness through improvements to existing SOPs, development of new SOPs, Systems (e.g., IQMS, Document Locator) and identification of other tools to augment
- Lead development and execution of Customer Business Review program

## JOB REQUIREMENTS:

- A Bachelor's degree or equivalent experience with at least 5 years of senior operations leadership or similar experience in customer success or professional services
- Proven work experience overseeing a large client base, as well as experience hiring, developing, and motivating a team
- Experience building and documenting internal operational processes and improving on existing processes
- Self-starter with proven ability to own projects from initial development to rollout
- Accountability and personal organization are essential
- Outstanding problem-solving, strategic, and analytical skills
- Ability to build effective relationships (listen, communicate, influence, and collaborate) at all organizational levels to deliver results.
- Top-notch communication and presentation skills, to foster positive internal and external relationships, including experience communicating data-driven insights to senior executives
- Desire to work in a fast-moving startup culture
- Ability to adapt and change with the needs of the organization and business
- Experience with IQMS and PDM software a plus



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