



## Head of New Customer Success

Are you interested in building a world-class new customer experience for our B2B SaaS (Software as a Service) company? For the past 20 years, we've grown our customer base in a small niche by having a great product, excellent customer support, and word-of-mouth. Now, we're ready to accelerate our growth by improving the quality of our sales and new customer conversations and processes.

As Head of New Customer Success, you will:

- Increase the number of companies using our SaaS solutions
- Ensure that customers we sell to are successful with our solutions
- Improve the quality of our processes & team
- Lead by example (i.e. make sales calls) to improve the quality of our customer conversations

### About Moraware

Moraware sells SaaS scheduling, quoting, and inventory solutions to countertop fabricators - the companies that build and install kitchen countertops. Currently, over 2,700 use at least one of our products, and by 2030 we will have over 5000 companies relying on our solutions to run their businesses.

We've been in business since 2003 and are profitable, with no outside investors and no debt. We're a fully remote company with a small but mighty team. In this role you will work remotely from NV, CA, OR or WA, but periodically travel to meet with team members and customers in-person.

### About The Role

#### Sales Execution:

You are excited to be a player-coach and have great sales conversations with customers. You will:

- Participate in the sales process by having high-quality sales conversations with customers
- Participate in and lead ongoing sales call reviews
- Collaborate with the team on building the tools and training needed to ensure consistent high-quality sales conversations

#### Customer Success:

You know that selling to a customer isn't where the job ends; you are passionate about helping new customers be successful after the sale. You will:

- Participate in the post-sales process by having high-quality conversations with customers to ensure they are realizing the goals they expressed in the sales conversation
- Participate in and lead ongoing new customer reviews
- Collaborate with the team on building the tools and training needed to ensure new customers are successful after the sale

#### Company Leadership:

As part of the management team, you'll be reporting to our General Manager. You will be contributing to the management and leadership of the entire company. You will:

- Help define and implement the overall company strategy.
- Align team goals and initiatives with the overall company goals.
- Collaborate closely with the other functions at the company (Marketing, Product, Support...) to deliver on our growth plans.

### **Team Leadership:**

Even though you're responsible for the sales and new customer success, you're not working alone. You'll:

- Determine the appropriate resources to execute on Moraware's initiatives
- Attract, motivate, develop and retain a high-performance team. You'll ensure everyone on the team is doing work they are good at, enjoy, and is important to Moraware.
- Help team members improve their skills through education and coaching so that they can achieve their career goals while meeting the business goals we've established for Moraware
- Define and track the team metrics that lead to overall company success

### **Requirements**

- Experience in business-focused SaaS Sales
- 5+ years experience in business-focused new customer success or account management
- Experience defining and implementing sales and new customer strategies for a SaaS business
- Prior managerial experience leading and growing a team
- Process and metrics driven. Experience defining and documenting SOPs and KPIs

### **Benefits**

We offer a competitive salary, four weeks of paid time off, ten sick days, matching 401(k), and we pay for 100% of your health insurance premiums. Our generous profit sharing and great team make this a company you'll want to stay with for many years.

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

### **How to Apply**

If this sounds like the perfect match for you, DO NOT send us a resume. Instead, we'd like to know more about the real you. Send us an email at [salesjobs@moraware.com](mailto:salesjobs@moraware.com) containing:

- 3-10 sentences describing why you're proud of a specific sales project or result
- 3-10 sentences about why you are qualified to lead sales at Moraware
- Which of these 4 states you plan to work in: California, Nevada, Oregon, or Washington