

Position Title Director - Customer Success

Location US-Remote

About Us Founded by ex-Salesforce, McKinsey, and Big Data startup veterans, [Tribyl](#) (pronounced Tribal) is a Buyer Intelligence Platform that creates a single source of truth on why and how B2B customers are buying, and why they're choosing you vs. competition. Tribyl uses NLP/ML to mine unstructured sales conversations (e.g., emails, call recordings, documents), identifies what messaging is converting at each step of the buying journey, and shares these insights with Marketing, Sales, and Product teams. Implementing a closed win/loss feedback loop can accelerate revenue growth by 15-20%. Read more about our story and vision by downloading our eBook [here](#). We're VC funded, with proven tech, and our first-mover advantage is translating into a fast growing marquee customer base.

About the Role **Note: If you decide to reach out, please include a short note on Why You.** This is an exciting opportunity to help build a category-defining start-up in the hot Revenue intelligence space. You will be the first full-time Customer Success hire. You will build and scale Tribyl's adoption playbook, and make our fast-growing customer base wildly successful. This is an individual contributor role initially, reporting directly to the Founder CEO, with the opportunity to lead a team as we grow our customer base. You must have prior, hands-on experience in driving tools adoption at SaaS companies, preferably in the marketing, sales, or analytics space. Your users/customers could have been internal or external. You ideally have formal customer success experience, but other backgrounds (e.g., sales enablement) could set you up for success, too. See primary responsibilities below.

You will work with a variety of user personas across product marketing, demand generation, sales development and revenue operations. You are equally comfortable discussing rollout plans, building training videos, and pow-wow-ing feature enhancement requests. You have both business and product chops. You are entrepreneurial and you thrive on wearing multiple hats. You have a positive mindset, and are a builder at heart who employs both tact and drive to get things done. You are a high energy, self-motivated person.

You'll own driving adoption. To you, adoption is much more than dashboards and metrics. It's all about making sure that users and executive stakeholders identify Tribyl as a 'mission critical' tool that must not be switched off. It's about the personal stories they're telling to evangelize Tribyl within and outside their organization. Prior experience owning renewal and NRR targets is not required - those are outcomes, not how you got there.

Your initial primary responsibilities will be:

- **Adoption journey mapping.** You love Discovery. You ask the right questions to understand current business processes and pain points -- by persona. You'll identify high value use cases for each persona, by taking a 'jobs to be done' approach. You'll aim to meet users where they are, and map how Tribyl can fit into existing workflows. You'll work with stakeholders to identify success criteria, define how to measure it, and
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develop a 30/60/90 day plan to get there. You'll approach change management with empathy.

- **User engagement.** You'll use a variety of tactics to inspire users to use Tribyl on a daily basis -- from creating 'bite-sized' content ("did you know, you can....") and how-to videos, to conducting training and workshops. You'll take a persona-first approach to content and its delivery.
- **Product evangelism.** You are comfortable being the face of the product. You'll get your hands dirty and know the product inside-out. You'll do demos, train users, capture feedback, triage questions, and report bugs/enhancement requests (including those you identified first!) You're curious to learn how things work and you're comfortable communicating with engineers when needed.
- **Project management.** You are well organized and detail oriented. You enjoy juggling multiple tasks simultaneously. You hustle and you plan ahead. Your motto is -- never surprise or be surprised. You are a natural communicator and storyteller, and a likable team player. You have a sense of humor that diffuses sticky situations. You don't take anything personally or anyone for granted. You're not shy of having tough conversations when needed and you speak truth to power. You're quick to admit your faults but you hold others accountable, too.
- **Relationship building.** You pride yourself in your relationship building skills -- up, down and across the org chart. You build personal relationships just as smoothly as you drive discussions around adoption and expansion.

You'll have a seat at the table for all aspects of start-up building -- marketing, product, sales and customer success, of course.

Qualifications

- Bachelor's degree required
 - 4-5+ years in successfully driving tools adoption at B2B SaaS companies, internally or externally, preferably in the sales/marketing/analytics space.
 - Must have demonstrable experience in all five responsibility areas above. It will help hit the ground running and keep growing from there.
 - Quick learner -- you are naturally curious and not afraid to ask questions. You easily switch between business and technical domains.
 - Strong critical thinking, problem solving and project management skills, especially the ability to create and manage work plans independently and to prioritize tasks in an ever-changing start-up work environment.
 - Strong verbal, written, presentation and interpersonal skills. This role requires empathy and working collaboratively, internally within Tribyl and externally
 - You have a strong bias to action. You are a hustler who figures things out and gets it done.
 - Proficient with productivity tools (slides, spreadsheets). Experience building video content is highly desirable.
 - Proficient in using technology; eager to learn more about machine learning and how it can improve marketing and sales effectiveness
 - Attention to detail; ability to multitask; flexibility to handle a constant variety of work. Oodles of patience.
 - Humble but confident growth-oriented mindset -- self-starter, with proven ability to take an idea from conception to implementation
 - Able to work start-up hours when required
 - Mission-driven, value integrity, work ethic and excellence; ready to wear multiple hats and jump in to help build an impactful company
 - A tinkerer, comfortable with ambiguity, with a creative mind and a can-do attitude, and the initiative to go "beyond" and make an impact—aka a "startup mindset."
 - Salesforce CRM user experience highly desirable, same for tools like Miro
 - Compensation comes with a performance bonus and equity.
 - Must be a Green Card holder or a US Citizen.
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