

POSITION: VICE PRESIDENT, CUSTOMER EXPERIENCE & ENABLEMENT

LOCATION: TBD

WHO WE ARE

Acuant is a leading B2B provider of identity verification technology. We are revolutionizing the way consumers transact by allowing businesses to quickly and seamlessly identify who they are doing business on any platform while protecting both parties. Join a global team that works with leaders in all industries to deliver best in class technology.

Acuant's Trusted Identity Platform provides complete identity verification based on your level of risk so you can build your business with valid customers. Powered by AI for the highest speed and accuracy, omnichannel products enable seamless customer experiences to increase conversions in the digital economy. Scalable, secure and compliant (KYC, AML & GDPR), Acuant allows businesses to establish trusted identities from any location in seconds. www.acuant.com

WHAT WE LOOK FOR

The role of Vice President, Customer Experience & Enablement is being created to deal with Acuant's growth and the increased requirements associated with its Go-to-Market strategy and initiatives. The position will help the organization move faster and further scale while enhancing its commitments to its customers. In this role, the person hired will have senior management responsibility for globally delivering deep Acuant expertise, sharing knowledge, implementing our services, and addressing customer issues. This newly created role reports to the Executive Vice President, CRO.



Acuant Support



Acuant Solution
Engineering



Acuant Excellence



Acuant Professional
Service

WHAT YOU BE RESPONSIBLE FOR

In this role, you will:

- Oversee Solution Engineering, Implementation Engineering, Project Management, Professional Services, Acuant Excellence (Training) and Support.
- Assist in the re-design of a customer success program for the entire company.
- Efficiently onboard new customers including customer specific software configurations and implementations as we as successful go-live.
- Drive Acuant's overall professional services strategy.
- Participate as an engaged, open, collaborative, and committed member of the senior management team; Contribute to and support initiatives and strategies.

- Develop and manage the budget including developing methods and criteria to report on effective profit and loss of all services that flow through Experience and Enablement.
- Oversee business process flow and procedure compliance to ensure individual and team's efficient delivery of activities.
- Build, train, motivate and evaluate team responsible for sustaining the service level of the entire team. Build and maintain trust of the team.
- Develop a portfolio of commercial value-added professional services that are complementary to the product portfolio and will add value to the business
- Develops, monitors, and acts upon appropriate customer satisfaction metrics.
- Work with customers as needed to ensure their needs are met and that they are satisfied.
- Proactively assesses big picture issues with professional services team and clients and develops custom solutions as needed.
- Review and define the implementation and onboarding processes for new customers.
- Implement scalable best practices and build capacity.
- Prioritize and make decisions for the execution of all projects ensuring that project teams have the tools and methodologies to be effective.
- Support/drive first project implementation with customers.
- Implement a formal training and certification program for IDV as well as Compliance.
- Work closely with Customer Success to coordinate activities and tools required for efficient customer management.
- Work closely with DevOps/IT to make sure we are achieving our reliability and scalability metrics.

Position requires the following skills:

1. **Results Orientation:** Focuses strongly on achieving agreed upon outcomes and ensures that key objectives are met. Conveys a sense of urgency and drives issues to closure. Aims to improve upon past performance. Establishes aggressive personal targets and strives to achieve them.
2. **Technical Background:** Must possess experience in leading technical implementations, operations, professional services and/or technical support.
3. **Planning & Objective Setting:** Systematic in approach to work. Produces action plans in which objectives are defined and steps for achieving them are clearly specified. Plans by breaking down large task into subtasks. Develops plans that anticipate obstacles. Is realistic about time-scales and builds in appropriate checkpoints, milestones and controls in order to ensure that desired results are realized.
4. **Customer/Client Orientation:** Strives to provide customers/clients with personalized and efficient service. Anticipates customers'/clients' needs. Quickly follows up on customer/client contacts and complaints. Monitors and acts on measures of customer/client satisfaction.
5. **Commercial Acumen:** Applies appropriate commercial and financial principles. Understands situations in terms of costs, profits, added value and return on investment. Appreciates the commercial impact of own work on the organization's total expenses and revenues.
6. **Team Skills:** Helps to create a sense of team spirit and harmonious relations through cooperation and support. Balances personal goals with those of the team. Fosters collaboration among team members.

7. **Strategic Approach:** Develops a strategic plan to realize the vision. Revises strategy in light of changing circumstances. Takes a long-term view of organizational success. Works to clarify long term organizational goals. Able to stand back from immediate problems in order to focus on more far reaching ideas.
8. **Role Expertise:** Demonstrates critical technical or professional knowledge/skills related to the role. Has thorough knowledge of relevant products, services and methods. Expands technical knowledge/skills and keeps up-to-date in own area of expertise.

HOW WE VALUE OUR EMPLOYEES

- You will always be heard, decisions are collaborative
- Competitive compensation
- Challenging and rewarding work
- Generous benefits package
- Work with an incredible team of smart and mission-driven people