

Director-Customer Success Jobs In Dubai UAE 2023 | Dubai Government

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The Director of Customer Success is responsible for driving service revenues, with a strong emphasis on lifetime and recurring revenue as defined in our Global Customer Services portfolio. Directing a team of Project & Program Managers, and Customer & Partner Success Managers. This will be achieved by developing a loyal and satisfied customer base, building sustainable and growing revenues, championing our 'Partner First' strategy, accelerating our strategic intent and ensuring we provide excellent employee experiences by:

Responsibilities:

Management and delivery of a comprehensive P&L against the annual budget and monthly forecasts.

Delivering the transition to a primarily recurring revenue service model within the respective Region while protecting the integrity of IFS and the Global Customer Services (GCS) organization.

Advocating global consistency: standard tools, methodologies, processes, and service offerings.

Working in partnership with matrix functions globally.

Champion the IFS and Global Customer Services strategy, encouraging the teams' development and contribution to the same.

Driving quality and integrity in the performance of the Market Unit GCS team, maximizing

recurring, predictable and profitable business for IFS.

Strengthening our position to scale through trusted relationships with local, regional and global partners.

Requirements:

Be a result-orientated individual with a history of high-performance management and building sustainable profitability.

Have previously developed (hiring, coaching, performance managing) and built successful teams.

Be confident in making strategic decisions and prioritizing evolving business needs.

Be comfortable with C-Level communication (both internal and external).

Drive discipline, quality and consistency of performance and process throughout the organization.

Operate in a fast-paced, evolving, geographically dispersed, matrix environment and in culturally diverse teams.

Be proactive by nature.

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