

POSITION DESCRIPTION

Vice-President, Customer Experience

Summary of Position: The Vice-President, Customer Experience reports to the CEO and is a member of the GRC Leadership Team. The role is primarily responsible for installation, maintenance, warranty fulfillment and post-sale support of GRC immersion cooling solutions. This includes establishing, enabling, and maintaining relationships with strategic partners that deliver global scale with local and responsive “boots on the ground.” Collaboration with datacenter server OEMs (Dell, HPE, Lenovo, Inspur, et al) will be required to establish repeatable and scalable conversion to immersion processes, warranty fulfillment processes, SLAs, and problem escalation and resolution systems and processes.

GRC has a passion for sustainability. The ideal candidate will be motivated by the opportunity to change how datacenters are designed, built, and operated to reduce the cost, complexity, and environmental impact of the world’s digital infrastructure.

Measures of Success

- Percentage of customers making repeat purchases, or willing to serve as a GRC reference one year after initial deployment: 80%
- Percentage of eligible customers purchasing extended warranty agreements: 70%
- Number of Certified installers, maintainers, and repair personnel per Region: Annual goals TBD
- 100% compliance with customer SLAs
- Successful deployment of scalable systems and processes integrated with cross-functional teams

Primary Responsibilities

- Installation, and/or project management of certified service providers’ installation, of GRC systems at customer sites, including
 - Pre-sale site surveys
 - Site Readiness documentation and validation
 - Post-installation assessment reports to feed continuous improvement initiatives
- Deliver post-sales service and support per SLAs
- In collaboration with Product Management, develop and deliver service offerings including site readiness, installation, maintenance, break-fix repair, extended warranty, and OEM server support
- Implement a 7x24 call center for first level diagnostics and service dispatch (currently in flight) – performance requirement: response to alerts and issues within 15 minutes.
- Develop a customer satisfaction measurement tool and act upon learnings from the data to continuously improve customer reference-ability and retention
- Build, or buy, an enterprise-class monitoring and alerting platform for predictive failure analysis and down-time avoidance – collaborate with Engineering for integration with existing GRC platform
- Enable global service partners to independently install, maintain, and repair GRC systems, including
 - Authoring and publishing comprehensive theory of operation, installation, maintenance, and repair documentation
 - Developing and delivering certification training in-person, remotely, and virtually
 - Define and deliver spare parts kit requirements
 - Develop and execute a quality assurance system to measure and act upon customers’ satisfaction with service delivery performance of GRC service partners
- Document and share learnings from service delivery experiences for a Pareto of improvements to be made, and DFS recommendations to Product and Engineering teams

Qualifications

- Tech savvy with ability to apply customer experience best practices to emerging technologies
- Experience with datacenter power & cooling infrastructure preferred
- 8+ years of experience delivering installation and support services directly, as well as through strategic partners
- 8+ years of experience in project management of complex, multi-vendor deployments
- 10+ years of experience in Customer Experience/Customer Support roles, including defining and selling service offerings, as well as delivering against customer SLAs
- Minimum of two previous “Customer Management” roles – Voice of Customer, Customer Care Delivery, Customer Intelligence, Customer Loyalty, or like.
- Demonstrated ability to create a shared vision, inspire collaboration, and drive positive change
- Experience in developing customer experience performance dashboards that connect lagging indicators (market performance) and leading indicators of team performance related to drivers of customer value
- Deep Rolodex of industry contacts that can provide executive level access to strategic partners, performance benchmarking and best practices, and staff recruiting support

Compensation

- Competitive Salary and Bonus Structure
- Stock Options
- Healthcare
- Matching 401K
- Open PTO Policy

Location: United States