

Head of Account Management (San Francisco, California – Customer Success)

****The opportunity****

Ivo has landed in over 400 customers with AI contract review and repository products. Many departments remain untouched, and new AI-driven products are launching. Expansion is critical for growth.

****Mission****

- * Build the customer expansion motion from scratch and make it successful.
- * Advise leadership on scaling the expansion model and execute on scaling.

****What you'll do****

- * Identify and win expansion opportunities across customer organizations.
- * Experiment with campaigns, iterate on what works and create repeatable motions.
- * Partner with Account Executives, Customer Success Managers and RevOps to identify whitespace by function, geography and business unit.
- * Collaborate with Marketing to craft tailored expansion campaigns and enable the field.
- * Work hand-in-hand with Product and Marketing to shape new offerings based on customer insight.
- * Build analytics to measure expansion potential, pipeline and revenue impact.
- * Develop strategies, systems and playbooks to expand adoption of AI Contract Review and Repository, and scale the model through people, processes and systems.

****Why this role rocks****

- * You get to build from zero; there is no legacy system to fight.
- * Expansion is a top strategic priority; you will work closely with leadership.
- * You will help shape how Ivo sells innovation into the world's largest companies.

****What you'll bring****

- * Builder's mindset and ability to thrive in ambiguity.
- * Experience selling into complex enterprises (ideally 5+ years); understanding of global, multi-entity organizations.
- * Ability to map org structures, identify champions and create momentum across disconnected teams.
- * Experience increasing product penetration or multi-product adoption, or structuring new business deals across decentralized teams.
- * Product fluency and credibility; comfortable conducting demos and tailoring conversations.
- * Experience across the sales funnel (SDR or new business roles are a plus).
- * Exceptional cross-functional collaboration.
- * Customer curiosity and commercial creativity.
- * Data-driven judgement and leadership potential.
- * Resilience and persistence.