

Head of Customer Success (San Francisco, California - Customer Success)

****Why Ivo****

Ivo builds best-in-market AI contract products and has grown 6x in ARR with 400+ customers (Uber, Reddit, etc.) and recently raised Series B. We need a customer success leader to scale our function.

****Role overview****

- * Build and lead the customer success team; establish processes, playbooks and systems across onboarding, health scoring, business reviews and escalation.
- * Drive user adoption as the north star; design strategies to turn occasional users into power users and measure success through usage rates, feature adoption and time-to-value.
- * Own logo retention; partner with account management to support renewals.
- * Serve as the voice of the customer; translate feedback to product, marketing and engineering.
- * Establish operational excellence with analytics and reporting to predict risk and demonstrate impact.

****Qualifications****

- * 7+ years of experience in customer success/account management with at least 3 years leading and scaling CS teams.
- * Experience building or significantly growing a CS function; track record of success with enterprise customers (10,000+ employees).
- * Data-driven and comfortable working from a blank slate.
- * Skilled communicator, capable of building relationships from frontline users to executives.
- * Relentlessly resourceful with a strong sense of urgency.
- * Familiarity with legal tech or AI/ML products is a bonus.

****Compensation & benefits****

- * OTE roughly \$250K-\$300K plus equity.
- * Relocation/visa support, comprehensive medical/dental/vision, unlimited PTO and generous office perks.
- * In-person role in San Francisco; remote work is not offered.