

Director of Professional Services

POSITION SUMMARY

The Director of Professional Services is responsible for bolstering Calabrio's reputation for unmatched customer service and providing a superior customer experience with Calabrio Project Management, Implementation and Training services. He/she executes the business plan for Calabrio Professional Services and directs efforts around scaling Calabrio's implementation model to service a growing customer base and developing a SaaS implementation team to enable the company's emerging Cloud business.

The successful candidate builds consensus across multiple departments and locations and influences peers and teams so they understand and follow his/her direction in support of Calabrio's strategic objectives—all with a customer-centric approach.

Additionally, the Director of Professional Services is responsible for fostering a continuous coaching environment to maximize individual and team performance. The ideal candidate has a track record of increasing business efficiency in support of organizational growth. He/she must have a work style and pace that makes things happen, with a strong work ethic and bias for initiating and driving positive change. The candidate must employ customer-first thinking, be passionate and engaging, and have high integrity.

WHY CALABRIO?

Imagine a job where you...

- Work directly with senior management on a regular basis contributing to product management and product delivery.
- Have a meaningful impact on the mission-critical products and services that clients rely on every single day.
- Enjoy no-nonsense working environment where you collaborate with colleagues across business units.
- Have tons of room for career growth and opportunity at Calabrio, this is true for every member of our company!

CORE EXPECTATIONS

- Position the Professional Services team for scalable growth (organizational design, technologies, processes and workflows) to fully optimize customer and employee success.
- Promote a culture of strong project management discipline and leadership focused on industry excellence and superior service. Enhance and continuously improve Calabrio customer service methodology leveraging PMO best practices and change management.
- Lead an effective pre-sales process that supports rapidly growing sales volume, promotes the value of Calabrio services, develops accurate pricing and statements of work, and provides customers with a high-quality project onboarding experience.

- Onboard and integrate effective implementation partner relationships domestically and around the globe.
- Participate in cross-functional collaboration to ensure the functionality most important to customers is integrated into product and service offerings. Function as an escalation point, including conducting on-site customer visits.
- Implement process changes as a result of Calabrio's software releases. Drive Professional Services to educate employees and customers on new releases. Ensure all relevant parties are positioned to effectively and quickly execute and absorb product changes.
- Monitor and report to Leadership on key Professional Services metrics; continuously assess and pull the right levers to improve performance and customer satisfaction scores.
- Oversee efforts related to Professional Services team communication, as well as initial and ongoing training for the team.
- Manage staff planning, recruitment, performance management, work assignments, training, mentoring, career development, and recognition or disciplinary actions.
- Work directly with customers in onboarding new relationships.

CORE COMPETENCIES

- A true people leader that motivates and inspires teams, driving to operational excellence.
- Proven experience in setting goals and leading a team to drive high customer satisfaction and success.
- Ability to set and tightly manage to metrics.
- Possess a mix of analytical and creative skills to find innovative solutions for customers and the business while providing world-class service.
- Able to effectively collaborate with various business units across the company to ensure successful onboarding of customers and employees.
- Analytical and process driven. Other core competencies as defined by your direct supervisor/manager.

EXPERIENCE/EDUCATION

- Bachelor's Degree or greater in Business, Computer Science or equivalent
- 10+ years of experience in software Professional Services leadership roles

REPORTING RELATIONSHIPS

The Director of Calabrio Professional Services reports to the VP of Support Operations. Current direct reports include 2 Managers. There is a total team of approximately 35 with an expectation to grow the team to 55 by the end of 2017.

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To apply to this career opportunity, follow this link:

https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=153944&lang=en_US&source=CC3

ABOUT CALABRIO

[Calabrio](#) is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The [Calabrio ONE®](#) software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named “Leader” by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow [@calabrio](#) on Twitter.

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