



We are hiring!
Job description:



Job title	Head of Client Success
Physical location of position	Olivedale, Johannesburg
Position of reporting manager	Chief Revenue Officer
Company Culture	<p>At SmokeCI, we believe that people matter, because behind every successful business are loyal customers and engaged employees who should be understood. Our aim is to make sure that our clients know the right things so they can make the right decisions for the people who matter most to their businesses.</p> <p>Our culture is a defining characteristic of who we are. It is in our DNA and determines how we engage with each other and our clients. It guides, motivates and inspires us and facilitates in creating a fun, happy and rewarding work environment. It is thus extremely important that everyone fully understands, embodies and lives by our values. These values are detailed in our Mantras.</p> <p>SmokeCI is an equal opportunity employer and is committed to diversity and inclusion in the workplace. We encourage applications from all qualified individuals regardless of race, ethnicity, religion, gender, sexual orientation, age, or disability.</p>
Purpose of the job	We are looking for an accomplished and strategic Client Success leader to own and grow Smoke_CI's retained revenue base. This role is accountable for the full lifecycle of client value – successful onboarding

	<p>and handover from sales to client success teams, helping clients consistently achieve their objectives, ensuring renewals, driving upsells, managing risk, and delivering a consistently excellent client experience.</p> <p>As the CRO's partner in retention, growth and execution, this role is responsible for leading, scaling, and managing our Client Success practice. With 10–15 years' experience in engaging with clients, building, motivating and leading high-performance teams (client success/ retention teams/ implementation functions ideal), you will bring both proven leadership and fresh thinking to ensure our clients stay, grow, and advocate for SmokeCI.</p> <p>This role is about ownership: you will be the person the business looks to for confidence that our revenue base is protected, our clients are thriving, and our team is high-performance.</p>
Salary & Benefits	<ul style="list-style-type: none"> • Market-related TCTC per month – Based on skills and qualifications of candidate. • Financial Benefits: Funeral, Death and Disability Policy (Group Life Policy) • Other Benefits: <ul style="list-style-type: none"> ○ 20 Days annual leave per annum. ○ Additional 'gifted' annual leave days during our annual shut-down over the December – January period. ○ Company social committee managed by the staff to decide how we do social events and team building – driving our really amazing Company culture. ○ Close-knit professional team that looks after each other ○ Training and development budget & study leave.
Job responsibilities	<p>Revenue & Retention Ownership</p> <ul style="list-style-type: none"> • Own retained revenue targets, including renewals, expansions, and upsells across the client base.

- Forecast and deliver on budgeted growth, retained revenue, and pipeline coverage in line with company KPIs across the retained business base.
- Proactively identify churn risks and lead mitigation strategies in collaboration with client teams.
- Partner with CRO on revenue strategy, ensuring client success is tightly aligned to overall growth objectives.

Client Engagement & Strategic Support

- Actively seeks out client engagement opportunities to build senior level relationships with key client stakeholders.
- Act as the senior point of escalation for clients, ensuring trust and confidence at executive levels.
- Own client engagement model to balance value creation, cost-to-serve, and team capacity.
- Partner with top clients to understand their strategies, challenges, and opportunities - positioning Smoke CI as an indispensable partner.
- Work key client accounts together with CSMs/Account Managers to ensure redundancy and knowledge sharing on key accounts.
- Support CRO and leadership team with strategic client insights to inform product roadmap and GTM initiatives.

Process, Practices & Cross-Functional Collaboration

- Reinvent and continuously improve account management practices, ensuring consistency, excellence, and scalability.
- Collaborate with Sales, Marketing, Operations, Product, and Implementation teams to deliver a seamless client journey.
- Where appropriate, provide oversight and alignment with the Implementation team to ensure a smooth transition from onboarding to long-term success.
- Ensure HubSpot and all client data are accurate, audit-ready, and leveraged effectively for decision-making.

Leadership & Team Development

- Recruit, onboard, develop, lead, and inspire the Client Success team to deliver proactive, strategic, and value-driven client engagement.
- Providing guidance on handling client inquiries, complaints, upsells, strategies and escalations to ensure prompt and effective issue resolution.
- Mentor and grow CSMs into strong commercial leaders, not just relationship managers.
- Build scalable processes, playbooks, and frameworks for account management, renewals, and client growth.
- Champion SmokeCI's culture and values, fostering collaboration, positivity, and resilience across the team.

Client Onboarding and Education

- Oversee the development of an effective client post-onboarding process, ensuring clients are educated on the benefits and usage of SmokeCI products and services throughout their lifecycle.
- Implement ongoing training programs to keep clients and team informed about advancements in the CX industry.
- Help design and deliver onboarding for any new Client Success Managers and continuous training programs (report writing, survey solutions, product value, Eyeris support, depth of use, etc).
- Updating and maintaining knowledge of the whole key account manager process as well as the right techniques to train and coach the team effectively.

Analytics & Measurement

- Own client success metrics and reporting, including NRR, churn, client health, pipeline coverage, and client satisfaction.
- Use analytics and insights to inform proactive interventions, team coaching, and process improvements.
- Drive a culture of measurement, accountability, and continuous improvement across the client success function.

Industry Knowledge and Trends

- Stay informed about the latest trends, regulations, and innovations in the CX industry.

	<ul style="list-style-type: none"> • Apply industry knowledge to anticipate client needs and position the company as a leader in CX solutions. • Support and guide client success team on how to actively engage with clients across all levels and identify potential risks in accounts and employ the correct client strategy to prevent client churn/retain and delight clients (ensure to share risks identified with the relevant internal stakeholders).
Competencies	<ul style="list-style-type: none"> • Curious, ambitious, quick learner • Willing to learn the CX industry and undergo specific CX training/qualifications • Proactive, self-starter with a can-do attitude • Energetic with an optimistic outlook who enjoys a fast-paced • Thrives on engaging with clients • Exceptional communication and influence skills: able to engage credibly with executives, clients, and internal stakeholders at all levels (written and presentation). • Strategic leadership ability: Proven capacity to set direction, inspire teams, and build scalable, client-centric practices. • Commercial acumen: Strong understanding of revenue drivers, with the ability to translate data and insights into actionable strategies that protect and grow retained revenue. • Advanced negotiation skills: able to structure, navigate, and close complex renewal, upsell, and contractual discussions with confidence. • Crisis leadership: calm, decisive, and effective in managing escalations or high-stakes client challenges, balancing client needs with business priorities. • Coaching and people development expertise: skilled at mentoring CSMs into commercially minded leaders and building high-performing, resilient teams.

	<ul style="list-style-type: none"> • High emotional intelligence: empathetic leadership style with the ability to balance client needs, team dynamics, and business goals. • Resilience under pressure: maintains composure, clarity, and focus when navigating complex client challenges or revenue risks. • Analytical and data-driven: adept at interpreting financial and client success metrics (NRR, churn, pipeline coverage, client health) to inform decisions and drive accountability. • Cross-functional collaboration: able to build trust and drive alignment across Sales, Marketing, Operations, Product, and Implementation to deliver a seamless client journey. • Industry curiosity and expertise: keeps ahead of CX and relevant industry trends to anticipate client needs and position Smoke CI as a leader. •
Experience & knowledge required	<ul style="list-style-type: none"> • 10–15 years' proven experience in client engagement/ servicing and building and leading high-performance teams (essential) (Client Success, Account Management, or Retention leadership roles within B2B consultancy or technology companies preferable). • Demonstrated track record of owning and delivering on revenue retention, renewals, and upsell targets (essential). • Strong background in leading and developing high-performing teams (client success or account management teams preferred), with proven success in coaching and scaling people (essential). • Deep understanding of the B2B Enterprise Customer Engagement with the ability to translate client needs into growth opportunities (preferable). • CX industry knowledge or experience will be an advantage • Proven experience leading renewal and commercial negotiations with enterprise and mid-market clients. • Demonstrated success in managing client escalations and crises, ensuring positive outcomes and preserving client trust.

	<ul style="list-style-type: none"> • Executive-level client-facing experience, skilled at engaging with senior stakeholders, guiding strategic conversations, and influencing outcomes. • Strong commercial and analytical acumen: able to interpret financial and operational metrics (NRR, churn, pipeline coverage, client health) to drive strategy. • Proficiency with CRM (HubSpot experience advantageous), with the ability to integrate tools into scalable processes. • Experience partnering cross-functionally with Sales, Marketing, Operations, Product, and Implementation teams to deliver a seamless client journey. • Exposure to implementation or onboarding leadership (advantageous, but not essential).
Minimum qualification	<ul style="list-style-type: none"> • Bachelor's degree in Business, Commerce, Marketing, or a related field (essential). • Postgraduate qualification (MBA or equivalent) or Chartered accountant with experience in client engagement and building, developing and motivating teams is advantageous. • In exceptional cases, extensive senior leadership experience in Client Success / Account Management may be considered in lieu of formal qualifications.