



INNOVATION™
FORCE

Director of Customer and Partner Experience

PURPOSE:

InnovationForce was launched to accelerate and simplify innovation execution.

Our mission is “Innovate for Good,” and we take great pride in helping our energy, telecom, transportation, manufacturing, and defense customers solve the world’s most complicated problems with the world’s first purpose-built SaaS-based platform automating and democratizing the entire innovation process.

InnovationForce is a place where people with diverse backgrounds, experiences, and perspectives collaborate on game-changing, important work. We know we have a unique opportunity to be a force for good in everything we do. From the way we work, develop our products, and deliver our services, we create what we affectionately call InnovationForce fields for good by helping our customers and partners simplify complex innovation and de-risk it with our intuitive platform, intelligent workflows and continually expanding use case library.

POSITION:

Our dramatic growth is creating an incredible leadership opportunity within our energy utility sector. We are seeking a **Director of Customer and Partner Experience** to be InnovationForce’s torchbearer of a customer-centric culture. Reporting to the CEO, you will lead the customer and partner experience strategy for the organization.

This is a remote position. Travel up to 25%.

YOUR DAY-TO-DAY:

- Absorb our onboarding materials and be ready to go live within 30 days of your start date
- Quickly learn and articulate the value proposition of the InnovationForce platform and methodology
- Develop short and long-range strategic plans for building and scaling the customer and partner experience systems and processes that help the company continually achieve greater customer and partner satisfaction, increased efficiency, and profitability
- Ensure the delivery of great end-to-end customer and partner experience across stages, channels, and touchpoints in the customer journey
- Create two-way feedback opportunities for customers and partners to derive meaningful insights for improvements



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- Measure and track delivery ROI on identified implementation opportunities for customers and partners
- Create and implement an analytics strategy for best-in-class service delivery

PEOPLE MOST QUALIFIED FOR THIS ROLE WILL BE:

- Both empathetic and strategic in understanding the pulse of customers and partners
- Highly effective interpersonal and influencing skills
- Naturally driven intuitive problem-solvers
- Experienced at interpreting and leveraging data insights
- Detail oriented
- Ability to thrive with ambiguity
- Energetic, self-aware, and self-driven
- Quick and eager to learn
- Highly effective at implementing customer and partner experience solutions, programs, and practices
- Strong written and verbal communicators
- Experienced critical thinker
- Driven to innovate and create new and better solutions
- Excited to help build our customer and partner experience function

DESIRED EXPERIENCE:

- Bachelor's degree
- 3-5 years of recent management consulting experience in customer service and experience
- 3-5 years customer facing roles
- Advisor experience in customer and partner experience management
- Demonstrated ability analyzing critical business requirements, identifying deficiencies and potential opportunities for enhancing customer and partner success
- SaaS experience a plus
- Applicants must be currently authorized to work in the United States without the need for visa sponsorship now or in the future