



Position: [Vice President of Client Solutions](#)

Description of Key Responsibilities:

Vinimaya has a unique opportunity for an experienced and professional Vice President of Client Solutions. As a key member of the executive team, reporting directly to the President, the VP of CS will be responsible for delivering an outstanding customer experience for Vinimaya's world-class client base. We are looking for a candidate who is compulsive about exceeding commitments to clients and increasing client value. This role will require the right candidate to possess a balance of leadership skills, technical aptitude, program/project management, and outstanding client satisfaction and sales focus. It requires passion for our customers, for our company, for our products and an ability to communicate and inspire passion in others.

Vinimaya culture requires an entrepreneurial person who enjoys a dynamic environment that demands quality work products delivered with speed. Vinimaya is looking for people with unquestionable ethics who are dedicated and take pride in their work. It is also important that the candidate enjoy their job and enjoys interacting with a fun, engaging team of professionals. Vinimaya culture is open and direct, encouraging honest communication at all times.

Position Requirements:

- Lead the Client Services team to deliver top-notch client management and software implementation
- Design and establish challenging service standards; measure and monitor against set standards, and hold the Client Services team accountable for performance
- Measure and analyze costs & profitability across the client services organization; recommend/implement necessary changes to optimize profitability and service levels
- Drive increased penetration into Vinimaya accounts by identifying areas of opportunity within client environments
- Consistently improve operational performance and maintain service excellence with all Client relationships
- Manage customer expectations and provide risk & issue management
- Set and Meet aggressive timetables for internal and external projects and monitor performance against budget objectives
- Facilitate and optimize the implementation process for Vinimaya accounts by working with the Client Services team, the client, and the supplier partners to ensure a rapid time-to-value
- Closely monitors client satisfaction during and after the Implementation Phase
- Sets direction and monitors performance of the supplier engagement process to ensure successful supplier partnerships
- Manages the product enhancement feedback loop and is an active contributor to the product development roadmap
- Direct & lead client functional & technical project teams
- Support Pre-Sales efforts acting as Client Services/Delivery expert
- Oversee project scoping, scheduling and allocation of project resources
- Coordinate and perform UAT, CRP and other training type activities
- Act as Vinimaya's client ambassador and build solid business relationships ensuring positive customer references
- Work in close cooperation with customers, industry contacts, users and internal staff to research, assess and define technologies that maximize customer satisfaction and profitability.
- Be a GREAT team player with no agenda other than the success of the company and our clients
- Be a leader within the organization with the ability to effectively communicate externally with customers, industry influencers and analysts
- Provide visible leadership within the broader business space, including communication of strategy to investors,



- management, staff, partners, media, etc. via social media and public speaking opportunities
 - Work closely with the sales team to respond to and build proposals
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Skills / Qualifications:

- At least 10 years in client delivery or project management (client facing), with at least 3 with executive-level responsibilities
 - BS in Computer Science, Engineering, or other rigorous discipline, MBA preferred
 - Experience in startup companies preferred
 - Passion for client success
 - A solid track record in innovative, state-of-the-art software product companies is desired
 - Experience in implementing and managing global Mission Critical, 7x24x365 Systems
 - Experience in web-based/cloud, SaaS deployments, custom/3rd party interface techniques
 - Experience in eProcurement/Federated Search/eCommerce/Social Network/eBusiness
 - Experience successfully interacting with "C" level customer executives
 - Excellent communication/presentation skills; both written and oral
 - Highly self-motivated and directed
 - Strong organization skills and attention to detail
 - Experience in project management techniques, including tracking progress within and across cost, effort and time.
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Core competencies:

Entrepreneurial Drive: Someone who has the understanding that an early stage growth company requires someone in leadership to get their hands dirty in order to get the job done.

Leadership: Top class leadership skills including the ability to effectively communicate a great vision and inspire the team to achieve it.

Business-Focused: Must be able to quickly and effectively tie technology decisions to clear business benefit for clients

Driving Results: Rigorously holding oneself and others accountable for achieving high levels of individual and organizational performance.

Team Focus: Track record of participating in a strong and cohesive cross functional leadership team.