

# Perforce

## VICE PRESIDENT - CUSTOMER SUCCESS

### JOB SPEC

#### Overview:

Perforce is a community of collaborative experts, problem solvers, and possibility seekers who believe work should be both challenging and fun. We are proud to inspire creativity, foster belonging, support collaboration, and encourage wellness. At Perforce, you'll work with and learn from some of the best and brightest in business. Before you know it, you'll be in the middle of a rewarding career at a company headed in one direction: upward.

With a global footprint spanning more than 80 countries and including over 75% of the Fortune 100, Perforce Software, Inc. is trusted by the world's leading brands to deliver solutions for the toughest challenges. The best run DevOps teams in the world choose Perforce.

#### Position Summary:

EVP of Operations at Perforce, Jill Martin, is searching for a Vice President of Customer Success to join the Customer Success team. The VP of Customer Success is responsible for the strategic direction, leadership, and operational excellence of our global Customer Success organization. This leader will design and execute a unified CS vision that accelerates customer outcomes, deepens relationships, and drives sustainable revenue growth across all brands and product lines.

This is a critical role for a hands-on, strategic leader who thrives in complexity, brings structure to scale, and builds high-performing teams that deliver measurable results.

#### Responsibilities:

- Develop and execute a multi-brand Customer Success strategy aligned with company goals and lifecycle value.
- Unify CS practices across 15+ brands and product lines while honoring brand-specific customer needs.
- Partner with Product, Sales, and Marketing to drive adoption, retention, and expansion across the portfolio.
- Implement standardized processes for onboarding, adoption, renewal, and expansion.
- Develop, monitor, and share KPIs around Customer Success – therein sharing with the business (at the executive level and/or business unit General Managers)
- Leverage data and customer health metrics to inform proactive engagement and risk management.
- Build frameworks for segmentation, playbooks, and success planning that scale

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efficiently.

- Lead, coach, and develop a distributed global CS organization, including Directors, Technical Account Managers, and Customer Success Managers.
- Foster a performance culture grounded in accountability, collaboration, and customer advocacy.
- Attract and retain top talent through clear career paths, enablement, and engagement.
- Ensure a consistent, high-quality customer experience across brands and regions.
- Represent the customer voice at the executive level, influencing product roadmaps and business priorities.
- Partner with Product Marketing on customer advisory programs and champion best-in class customer storytelling.
- Partner with Sales and Finance to define and drive metrics tied to retention, expansion, and customer lifetime value.
- Drive cross-sell and upsell motions through trusted advisory relationships and measurable outcomes.
- Build and grow a digital customer success motion.

#### Qualifications

- 15+ years of progressive leadership experience in Customer Success, Account Management, or SaaS operations.
- Proven track record leading a multi-brand, multi-product, or global CS organization through scale and transformation.
- Deep understanding of SaaS business models, ARR retention, NRR, and customer health metrics.
- Experience aligning CS with Sales, Product, and Marketing to create integrated go-to market motions.
- Skilled in data-driven decision-making, process design, and operational standardization.
- Exceptional communication, executive presence, and change management ability.

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Additionally, this position is eligible for benefits including, but not limited to, medical, dental, vision, retirement benefits, life insurance, wellness programs, total time off, and other employee perks that may be offered by Perforce from time to time. The actual offer will depend on a number of factors including, but not limited to, a candidate's education, skills, qualifications, depth of experience and other relevant business considerations. Perforce reserves the right to amend or modify employee perks and benefits at any time.

Come work with us! Our team members are valued for their contributions, introduced to new opportunities, and rewarded well. Perforce combines the experience and rewards of a start-up with the security of an established and privately held profitable company.

If you are passionate about the technology that impacts our day-to-day lives and want to work with talented and dedicated people across the globe, apply today!

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