

## VP of Customer Success, Argentina

**Job Type:** Full Time  
**Location:** Remote/Buenos Aires

### Company Overview

First Performance develops the next generation of financial account controls and digital engagement, using the latest technologies: AI/machine learning, geolocation, chatbots, and more. Our API platform enables processors and financial institutions to empower their cardholders to use, manage, and control their finances digitally.

First Performance is a global company headquartered in Midtown Atlanta's hub of technology and innovation and also has offices in Santiago, Chile and Sao Paulo, Brasil. We are backed by some of the largest and most respected financial and strategic investors including MasterCard, Fiserv/First Data, Synchrony Financial, Regions Bank, RRE Ventures, and Thandorf.

Everyone at First Performance brings purpose and passion to work every day. Our teams are small, dedicated and collaborative. Individuals are given ownership and accountability for their work. Our company is not just about technology, it's about people. We help employees to build great careers and live great lives. Our goals are about achieving success for our customers and for our company. If you love to invent, have an entrepreneurial spirit, and strive for operational excellence, we want you on our team!

### Position Description

As the VP of Customer Success, you will be the first and primary conduit between the Latin American clients and First Performance, ultimately responsible for the customer's overall adoption of the First Performance platform and their success in meeting their strategic goals utilizing the First Performance tools and services. This entails consultative selling and an understanding of client's business goals and of the First Performance platform and tools the client needs to ensure their configuration of the platform is optimized and aligned with their strategic objectives.

The VP of Customer Success will be a thought leader on how First Performance can provide better tools and services to our clients based on their needs and industry trends. The VP of Customer Success will be responsible for overall customer satisfaction, ensuring clients receive a truly amazing customer experience. In addition to the tangible goals, the VP of Customer Success will help direct the vision of the company and to communicate and inspire their team with that vision.

The VP of Customer Success will report to CEO and LATAM Managing Director.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Strategize with key stakeholders to ensure First Performance is creating forward looking products that meet the needs of our customers today and for years to come.
- Sell through our solutions with existing clients (new installations, cross-sell, upsell)
- Collaborate with US based counterpart and contribute to the overall design and rollout of the Customer Success program, defining and reporting on quantifiable objectives to measure customer ROI in terms of their goals and overall customer satisfaction with First Performance.
- Maintain relationships with clients and serve as primary contact for Chile and Argentina based clients, providing them with a one-stop resource for all non-support related business needs.
- Combine knowledge of the payments industry with that of the clients' business objectives to ensure the First Performance platform is utilized in ways that help clients meet their strategic goals and with quantifiable results.
- Implement consultative services to counsel clients on their application and adoption of the First Performance tools and opportunities for optimization.
- Represent client objectives and goals back to First Performance's executive leadership team to ensure new products and innovations are aligned with client needs and vision.

- Track, measure and report on clients' successes and results from using the First Performance platform, making recommendations as applicable.
- Work with the Product team to ensure that new products are being designed in alignment with the needs of our clients and the issues they face today and promote new product adoption as they are made available to clients.
- Serve as Relationship Manager for clients in LATAM and other territories as assigned.
- Work with the executive team to constantly prioritize actions and deliverables.
- Dedicate personal time to continuous learning, identifying and applying best practices and constant improvement.

### **Qualifications**

- Degree or advanced degree in business, marketing, computer science, or related field
- Fluency in Spanish and English.
- 6+ years of sales / strategic account management role in financial services. Experience in the payments industry highly preferred
- Prior experience with and overall responsibility for sales and client performance and profitability
- Experience working in a consultative role, interpreting data, industry trends and events, product performance, making recommendations and quantifying results
- Results-oriented with proven ability to develop and execute strategic programs and supporting tactics
- Inquisitive, able to ask appropriate questions to break down complex problems and understand root causes
- Analytical experience using data and metrics to back up assumptions, assertions, and business cases
- Superior project management skills, ability to multitask and work on tight timelines
- The ability to communicate insights from data models and metrics to peers

### **Compensation**

- Very competitive Base + commissions

### **Contact Info**

Ben Psillas, CEO

1.202.297.0687

Email: [ben.psillas@firstperformance.com](mailto:ben.psillas@firstperformance.com)

Web: [www.FirstPerformance.com](http://www.FirstPerformance.com)