



## Job Description Vice President of Client Success

### Labor Solutions

**Location:** Remote (strong preference for Europe)

**Reports to:** CEO + SVP for Client Services

### About Labor Solutions

Founded in 2013, Labor Solutions is a women-founded, employee-owned social enterprise that leverages technology to engage and educate workers at scale. Our flagship product, WOVO, connects workers, suppliers, and buyers via one app for workers, one platform for suppliers, and one dashboard for buyers. We currently serve 3.8M+ workers across 180+ countries in 41+ languages, ensuring workers know their rights, can access remedies, and are heard. We also offer advisory services, eLearning, and measurement tools to build responsible, resilient supply chains.

### The Role

As VP of Client Success, you'll own the commercial performance of our existing client portfolio — transforming a capable but reactive account management function into a strategic, revenue-generating engine. You bring a track record of growing enterprise accounts, a commercial mindset that drives expansion rather than just retention, and the leadership skills to build a team that thinks and operates the same way.

This is not a client services role. It is a revenue role. You will be measured on expansion ARR, account health, and your ability to make worker-driven due diligence an indispensable part of how our clients operate.

In 2025, Labor Solutions made a deliberate shift — moving away from client-driven customizations toward a high-quality, standardized product and service model. This decision was made to improve the consistency, scalability, and impact of what we deliver. It was the right call. But legacy expectations remain. Some clients are accustomed to bespoke treatment and have not yet fully transitioned to the new model. A significant part of this role is holding that line — confidently, commercially, and without damaging the relationships that matter. The VP of Client Success will be the person who makes the new standard feel like better service, not a step back.

### What You'll Do

- **Own expansion revenue.** Own expansion revenue and net revenue retention across the client portfolio. Identify and pursue growth opportunities systematically — not when clients ask, but because you've built a commercial model that surfaces them proactively.
- **Transform how the AM team operates.** Lead, mentor, and develop the account management team. Shift the function from project management and reactive client



service to strategic account growth. Set clear boundaries on scope, build repeatable playbooks, and create a team culture where commercial accountability is the norm.

- **Reset client expectations.** Establish and hold clear standards for what Labor Solutions delivers and what falls outside scope. Manage customization requests confidently — saying no where needed, offering genuine alternatives, and protecting the scalability of the platform without damaging client relationships.
- **Turn data into commercial conversations.** Our clients have access to rich dashboard data — participation rates, risk patterns, grievance trends, worker sentiment. Build a model where AM proactively identifies signals — a participation drop, a grievance spike, a regulatory deadline — and uses them to open expansion conversations, not just service tickets.
- **Build the system.** Design and implement the processes, tools, and AI-enabled workflows that make strategic AM scalable. Create a function where expansion is driven by structure, not circumstance.
- **Partner with sales.** Work closely with the sales team to ensure seamless handoffs, align on account strategy, and identify expansion opportunities within existing client organizations.
- **Represent Labor Solutions at a senior level.** Build and maintain C-suite relationships across the portfolio. Be the person clients call when something matters — and the person who knows when to pick up the phone before they do.

### What You'll Bring

- 8–12+ years in account management, client success, or commercial roles with a demonstrated track record of driving expansion revenue in enterprise B2B environments.
- Experience managing and developing AM or client success teams — not just individual contributor success.
- Commercial mindset with proven ability to grow accounts strategically, not just retain them. Comfortable owning revenue targets.
- Experience leading or supporting commercial transitions — shifting client expectations, retiring legacy arrangements, and bringing clients along through change without losing them.
- Experience in SaaS, sustainability, ESG, supply chain, or human rights sectors strongly preferred.
- Demonstrated ability to set and hold boundaries with clients — managing scope, handling customization requests, and protecting product integrity while maintaining strong relationships.
- Fluency with data and dashboards — able to read account health signals and translate them into commercial action.



- Strong executive communication skills; credible with senior sustainability, procurement, and C-suite stakeholders.
- Entrepreneurial, structured, and resilient — able to build systems in a fast-moving, mission-driven environment.
- Languages: Excellent English; a second European language (French, German, Spanish, or Italian) strongly preferred.
- Comfortable with global travel: 4–8x per year for client meetings, conferences, and team engagements.
- Genuine commitment to worker-centric design and responsible supply chains.

### **KPIs**

- Expansion ARR and net revenue retention
- Account health scores across the portfolio
- Customization request deflection rate
- Renewal rate and renewal lead time
- Team productivity and pipeline coverage per AM

### **Work Environment**

Fully remote; mission-driven, women-founded, employee-owned team based in Asia with a growing European client base.

### **Compensation**

This role includes a base salary plus performance-based commission tied directly to expansion revenue and net revenue retention. At Labor Solutions, we believe your success should be tied to the success of the business — when our clients grow with us, you share in that growth.

There are no additional bonus structures. We prioritize transparent, performance-based rewards that recognize direct commercial contribution.

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To apply: Send your CV to [jobs@laborsolutions.tech](mailto:jobs@laborsolutions.tech)