

Vacancy at Construsoft

Head of Global Support



CONSTRUSOFT



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Requirements

- Over 8 years of experience
- In the software industry
- Leadership experience within B2B customer support or service organizations
- Experience in centralizing processes, tools and capacity on an international scale
- Hands-on attitude
- Willing to travel

 **Zevenaar / Barcelona**

Construsoft provides guidance, support, and expertise to construction companies in digitalization and automation, empowering them to achieve their goals and embrace sustainability. With offices spread across Europe and South America, the Head of Global Support will establish a standardized approach to support, enhance customer satisfaction, and play a key role in shaping the company's growth and success.

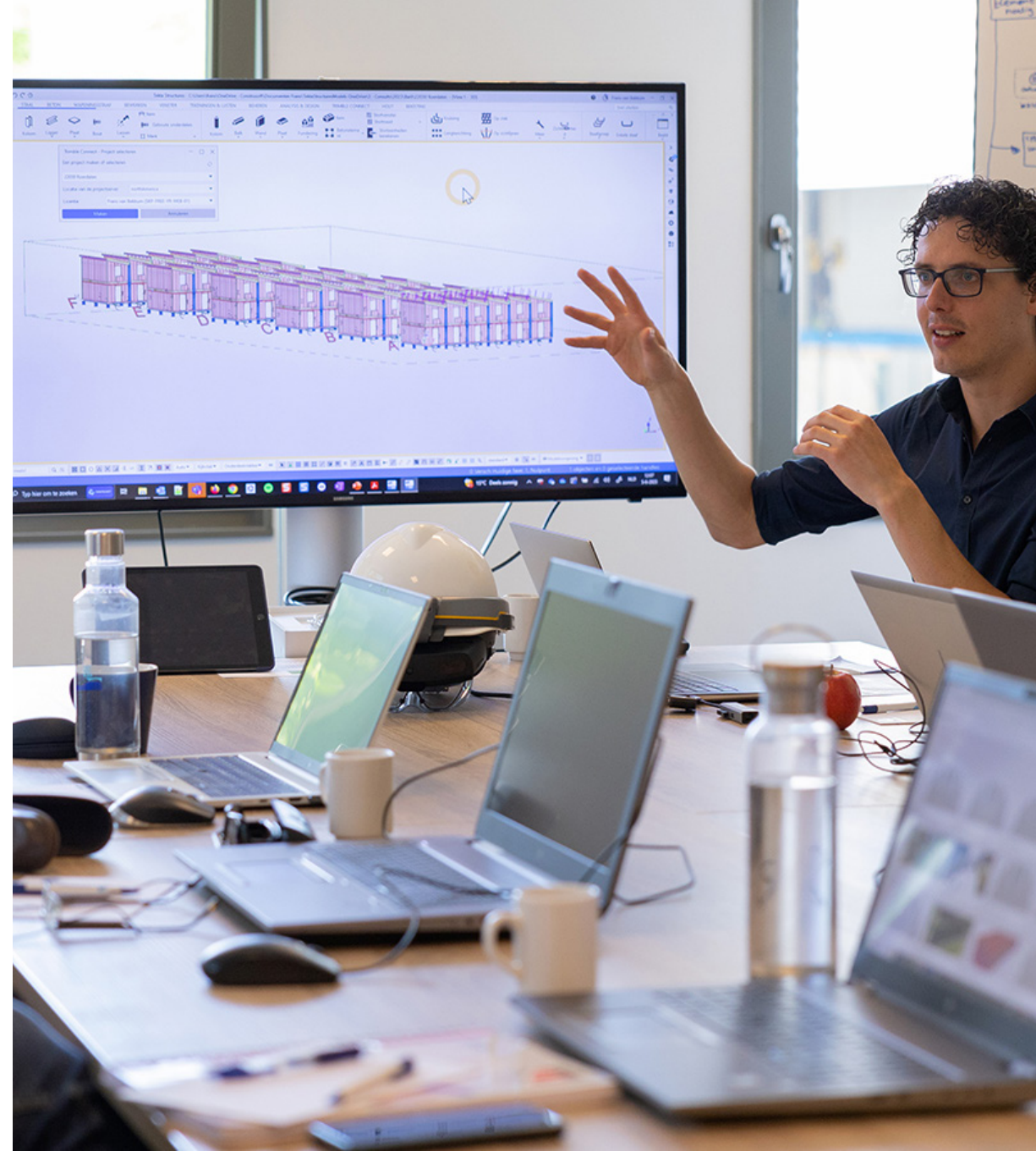
About Construsoft

Construsoft is a global leader in providing digital solutions that support the building industry in its pursuit of enhanced productivity and collaboration. By leveraging model-based software and offering a wide array of complementary services, Construsoft aims to drive digital transformation across the construction sector. The company strongly believes that achieving success in construction requires more than just innovative technology; it necessitates a synergy of advancing processes, technology, and skilled people.

Construsoft's software solutions are all developed to facilitate open Building Information Modeling (BIM), making it easier for companies to collaborate effectively. As the official local partner of Tekla and Trimble Connect, Construsoft provides cutting-edge software solutions alongside consulting, training, and ongoing support – all designed to optimize construction and supply chain management. This holistic approach ensures that the company's clients, which include leading firms like Celsa and Acciona, can seamlessly adopt digital workflows, improve project efficiency, and achieve better results, all while supporting a more sustainable industry overall. One of the projects Construsoft worked on in recent years was the remodeling of the Santiago Bernabéu stadium, home to the Real Madrid soccer team.

Transitioning to a centralized organisation

Headquartered in Zevenaar, the Netherlands, Construsoft operates across 13 regional offices in South America and Europe, employing nearly 200 people worldwide. As part of its ambitious growth strategy, the company is currently transitioning from a decentralized structure to a centralized organization with a group-level framework. This transformation is expected to streamline operations and position Construsoft for ambitious growth. Over the coming years, the company aims to triple its revenue by expanding into new markets, strengthening its presence in existing ones, and diversifying its product portfolio.





Head of Global Support

As a leader in the construction software industry, Construsoft is broadening its global footprint and aiming to enhance its customer support services. The primary goal of the Head of Global Support is to ensure customer satisfaction and retention by providing exceptional support services and enhancing the overall customer experience. To this end, the Head of Global Support will design and implement a standardized approach to delivering high-quality support for all Construsoft's customers.

Key priorities of the role include implementing centralized support processes, utilizing AI tools to enhance support services, overseeing digital learning initiatives, and developing strategies to enhance the overall customer experience. By establishing clear performance metrics and tracking key indicators such as Net Promoter Score (NPS), Customer Satisfaction (CSAT), and churn rate, this role aims to boost both customer loyalty and the effectiveness of support services.

The Head of Global Support is a senior leadership role reporting to the CFO/COO. Collaboration with other leaders and cross-functional teams, like product development, sales, and marketing, is essential for aligning support strategies with broader business goals. Additionally, the role involves close cooperation with area (support) managers in various regions, where regular travel is also required. The role is based at Construsoft's office in Barcelona, Spain or at Construsoft's office in Zevenaar, the Netherlands.

Visionary leadership

The team led by the Head of Global Support is diverse and dynamic, and operates across multiple locations. They thrive under the guidance of a visionary leader who can establish strategic direction and bring the team along on this journey. The new

strategy will drive a transformation of the entire support function, emphasizing knowledge sharing, synergy creation and best practices.

“The task for the Head of Global Support is clear: evaluate the current state of our support organization and outline a vision of how it should be. You have full authority and freedom to chart the steps needed to make that vision a reality.”

**Bram van den Heuvel,
CFO/COO**

The role offers substantial opportunities for career growth, both within Construsoft and the wider industry. The Head of Global Support expands their influence through industry events, networking with key stakeholders, and deepening their expertise in construction and digital transformation. This role grants a high level of personal responsibility and creative freedom, empowering the Head of Global Support to shape their role as well as contributing to advancing digitization within the construction sector.





Interested?

Construsoft is working with Top of Minds to fill this vacancy.

To express your interest, please contact Annelijn Nijhuis at annelijn.nijhuis@topofminds.com.



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