



## Customer Support Supervisor

The Customer Support Team at Confirmation resolves all inbound inquiries from our customers regarding the use of our application. This includes training and troubleshooting as well as notating and tracking themes related to these inbound requests. The Customer Support Supervisor at Confirmation oversees the work of these team members who are in our offices around the globe. As the Supervisor over this team, you will have a passion for identifying and acting upon any opportunity to improve the customers experience through more efficient tools, processes, and employee performance. The Customer Support Supervisor is responsible for interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems. This position will require some travel to our non-US offices to engage with our support team around the globe.

### Responsibilities

- Align with leadership on the team's KPIs meant to provide transparency into the team's performance and the user's satisfaction with our application.
- Ensure that quality standards are maintained for customer support interactions
- Report to leadership on team performance including weekly, quarterly, and annual summaries.
- Identify case themes and work cross-departmentally to implement process or application improvements that would prevent repeat cases.
- Organize workflow and support tools to ensure customer inquiries are efficiently responded to with accuracy, kindness, and professionalism.
- Oversee day-to-day department operations as well as long term goals.
- Monitor employee productivity and provide constructive feedback and coaching.
- Inform team of company initiatives and lead them in actively contributing to the goals of the organization.
- Receive complaints and resolve problems.
- Maintain timekeeping and personnel records for team members.
- All other duties as assigned by manager.

### Preferred Skills

- Proficient with Microsoft Word, Excel, Outlook
- Experience with making data-driven decisions based on case volume, themes, and time to resolve
- Confident reporting on KPIs such as FCR, CSAT, NPS, TTR, etc.
- Experience identifying and implementing customer support team processes improvements
- Excellent team management skills, experience managing remote team members preferred
- Excellent communication and interpersonal skills
- Outstanding organizational and leadership skills
- Prior experience leading a customer service team or department required



### **Qualifications**

- Requires 5-6 years of work-related experience
- Bachelor's degree preferred

### **Travel**

- 5% - 10% global travel required

### **Compensation**

- Compensation commensurate with experience and education.

### **About Confirmation**

Confirmation is the world's leading provider of secure online audit confirmations. Today, more than 16,000 audit firms use Confirmation to send audit confirmation requests to companies, financial institutions and law firms worldwide. For more information, visit [www.Confirmation.com](http://www.Confirmation.com).

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