

Job Responsibilities

The Customer Support Supervisor will report to the Customer Support Manager and will be a critical member of the Engineering team. The Customer Support Supervisor will head a 6- 10 person support team and coordinate with internal teams and resources to successfully resolve customer support issues. This person will advise on all aspects of customer support including but not limited to:

- Manage day-to-day support activities
- Responsible for all productivity and actions of the support team
- Communicate directly with customers to provide updates on issues and requests
- Create, measure, monitor, and report support metrics to help drive increased customer satisfaction
- Continuously improve support work flows, training and triaging methodologies
- Coordinate with the cross functional teams; such as Project Management, implementation. Product and Development to help organize, coordinate escalation actions, and help make recommendations for improvements to products and services

Qualifications and Skills

- Customer Support / Service experience
- Excellent problem-solving skills
- High level of patience
- Ability to multi-task
- Ability to translate your skills to other employees by training and mentoring
- Extremely detail oriented
- Time Management
- High sense of urgency
- Need to have a goal-oriented focus
- Excellent and clear verbal and written communication skills
- Able to act in a very professional manner both internally and externally, while maintaining a positive attitude and energy
- Attentiveness – able to listen to customers and associates
- Willingness to learn and teach

Who We Are Looking For

Below are some example questions that may be asked to you:

- What is the best way to process the support backlog?
- What are the key performance indicators (KPIs) that we should be using?
- How do we coordinate efforts to improve customer satisfaction?
- What product enhancements can we make to reduce support calls?

Compensation

We provide a compensation and benefits package that is competitive with other leading technology companies and includes paid time off (PTO), an attractive employee health insurance plan, a 401k plan, and more!