



## **Customer Support Manager**

### **Company Description:**

Blue Pillar connects the Energy Things that power our world. The only IoT solution to unite all Energy Things onto a single platform, Blue Pillar unleashes the power of real-time data to strengthen critical infrastructure and accelerate business. Blue Pillar's Aurora® is automated through a template-driven process where security is built-in from sensor to cloud. With Blue Pillar, companies have unprecedented insight into their energy needs to become more efficient and have peace of mind that when the grid goes down, their business will continue forward. Learn more at [bluepillar.com](http://bluepillar.com) or on Twitter at [@bluepillarinc](https://twitter.com/bluepillarinc).

As a company, Blue Pillar is a dynamic place where you can make an immediate impact. We value perseverance, innovation, and a focus on results as defining traits to the core of our organization. We have extremely high expectations for our teammates and focus on providing the rewards, recognition, and opportunities for growth that come along with achieving those results. We're looking for candidates to join our team that share these same traits and a passion for defining the future of this emerging industry. If this sounds like you, please review the opportunity below and consider joining our team.

For more information, visit: [www.bluepillar.com](http://www.bluepillar.com).

## Job Description:

The Customer Support Manager is an excellent communicator, team builder, solution focused, multi-tasking juggler of all things customer support. The Customer Support Manager will create a stellar customer support team including best business practices to ensure our customers are receiving world class support. It is important that the Customer Support Manager is able to develop positive relationships and focus on what is mutually beneficial for both Blue Pillar and our customers. The Customer Support Manager will with their team handle after hours emergency customer issues. The Customer Support Manager must be detailed-oriented and committed to going above and beyond for our customers.

This is an excellent opportunity for someone who is driven by the challenge of wrangling many moving parts and providing superior customer support along the way. The person in this role will be a key player in our organization, tasked with building the customer support function in an IoT company with the complexity of supporting both hardware and software trouble tickets. This role works within an agile team in a start-up environment which means we hire teammates that aren't afraid of working in the trenches, answering daily customer support tickets while also playing the role of a strategic manager, focused on building a customer-centric culture and the processes and tools to help get us there.

**Reports To:** Vice President, Product and Operations

**Location:** Indianapolis, Indiana

### Position expectations:

- Cultivates a culture of customer focus by owning all aspects of Blue Pillar's customer support policies, practices, objectives, and initiatives.
- Advocates for the customer internally by representing the customer's voice and the customer experience.
- Develops support level standards focused on response times and issue resolution.
- Establishes policies and procedures that produce high quality customer support and managed service delivery that reflect industry best practices.
- Ensures that systems are in place and are utilized to capture and report on support metrics, including customer feedback or product and support trends.
- Aligns customer support activities and initiatives to support and enhance the objectives of the organization.
- Oversees the customer support team's day to day functions.
- Hires and trains the customer support team.
- Initially must be willing to answer the phone and work customer support tickets as a CSR in addition to their Management responsibilities

- Responsible for delivering on our managed service offering in addition to managing the inbound customer support requests.
- Work closely with Product Manager & Product Owners to build out Blue Pillar's Knowledge Center (Zendesk) and provide customer feedback to the product team to increase customer satisfaction and decrease inbound customer issues.

### **General Experience and Knowledge**

- Required
  - Strong interpersonal skills including excellent written, verbal, and presentation skills
  - 3+ years' experience leading a customer service team
  - Excellent listening skills – ability to listen and read between the lines as necessary
  - Proficiency in Microsoft Office Suite programs
  - Knowledgeable of customer service best practices
  - Demonstrates business and analytical skills
  - Grounded in a mindset of continuous improvement, always looking for ways to improve and innovate
  - Must be a self-starter that performs well under limited supervision
  - Ability to work with a wide-variety of personalities, relying on strong communication skills and relationship building skills to make progress where there is no formal authority
  - Ability to work effectively with remote teams and teammates
  - Ability to work in a cross-functional environment
  - Must be willing to work non-traditional hours for a period of time
  - Bachelor level degree or equivalent experience in operational leadership
  - Must be based in Indianapolis area
- Nice-to-haves
  - Knowledge of Salesforce and Zendesk a plus
  - Previous experience in a startup environment and/or the energy space a bonus
  - Exposure to DevOps practices and/or familiarity with the concept of how DevOps fits into a high-performing customer support organization

Please submit cover letter and resume to [careers@bluepillar.com](mailto:careers@bluepillar.com).