



## Customer Support Center Manager

### Job Scope

As a customer support center manager, you will be responsible for overseeing the daily operations of a fast-paced communication center. Your primary goal will be to ensure that all support center employees provide excellent customer service through various service types and opportunities. You will set the bar for the team, striving to provide customer value while also focusing on driving profitability. Your role will involve supervising a team of representatives, and you will be responsible for all aspects of customer satisfaction and care. You will focus on eliminating waste, driving profitability, and leveraging relationships with customers and employees to solve problems and generate new business.

### Responsibilities

- Implement quality assurance programs to monitor and evaluate the performance of customer support representatives.  
Establish and track key performance metrics to ensure high-quality service delivery and continuous improvement.  
Develop and implement initiatives to measure and enhance customer satisfaction.  
Gather customer feedback and analyze trends to identify areas for improvement in service delivery and client experience.  
Collaborate with other departments, such as product development, sales, and marketing, to address customer issues and improve overall product/service quality.  
Foster a culture of cross-functional teamwork to ensure a seamless customer experience across all touchpoints.  
Oversee developing and maintaining a comprehensive knowledge base for customer support teams.  
Ensure team members can access up-to-date information to address client inquiries and technical issues effectively.  
Lead continuous improvement initiatives to streamline processes and enhance the efficiency of customer support operations.  
Implement best practices and innovative solutions to optimize workflows and reduce response times.  
Develop and implement client onboarding processes to ensure a smooth transition and introduction to support services.  
Provide training sessions for clients to maximize their utilization of products/services and minimize potential issues.  
Evaluate and integrate new technologies or tools that can enhance the efficiency of customer support operations.  
Stay informed about industry trends and emerging technologies relevant to customer support.  
Act as the point of contact for crisis management, developing and implementing strategies to

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address customer service challenges during peak periods or critical incidents.

Collaborate with relevant stakeholders to ensure timely resolution of critical issues.

Work closely with the finance department to manage the budget for the customer support team.

Allocate resources effectively to meet client and company goals while maintaining cost efficiency.

If applicable, develop and execute a global support strategy considering time zone differences and cultural nuances.

Ensure consistent and high-quality support across different regions.

Implement employee engagement initiatives to boost morale and foster a positive work environment.

Recognize and reward outstanding performance through incentive programs and acknowledgment.

Stay informed about industry regulations and compliance standards related to customer support.

Ensure that customer support practices align with legal and regulatory requirements.

Promote diversity and inclusion within the customer support team through recruitment strategies, training programs, and awareness initiatives.

Foster an inclusive environment that values and respects team members' unique perspectives.

## Requirements

- Ability to successfully lead and mentor a team toward positive outcomes
- World-class customer service skills
- Problem-solving capabilities
- Proficient computer skills in remote desktops, G-Suite, and OS navigation
- Remarkable attention to proper phone etiquette
- Demonstrated proficiency in HVAC and relay logic lighting controls
- Must have the capability to read schematics and create drawings
- High School diploma or General Education Degree