



## **CUSTOMER SUPPORT MANAGER**

We are looking for someone to help us build a top-notch support organization. This is a hands-on person to establish this function and grow it as our business expands.

Prior technical support experience and data entry skills are necessary to land the job. You should have the know-how to provide phone-based support to consumers. Having done the work in a wireless or telecom company is a plus, but not a deal breaker. Strong knowledge of a CRM systems and/or Trouble Ticket systems will certainly bring your resume to the top. Be ready to demonstrate organized thinking and team player characteristics.

### **Responsibilities:**

- Serve as single point of contact for escalated issues from outsourced Tier 1 vendors to vlingo, assign issues to developers, resolve and ensure timely response.
- Monitor the stream of issues being escalated to vlingo as Tier 2/3. Identify opportunities to script the issues and turn them into future Tier 1 solutions.
- Monitor the performance of the Tier 1 organization- adherence to SLAs, quality of responses, timeliness of responses, etc.
- Perform Tier 2/3 in-house support to offload developers, possibly build a team to support this.
- Seek opportunities to drive Tier 2 responses to an external organization, and implement.
- Look for opportunities to provide solutions before they hit Tier 1 and implement – such as FAQs, knowledgebase, product improvements, etc.
- Own the overall support interface, identifying opportunities to improve; implement Chat, intelligent responses, etc.
- Longer term - determine opportunities to move Tier 1 to lower cost-per-issue resolution (eg, off-shoring)
- Identify tools needed to efficiently manage the process (improvements to / on Jira, reporting, FAQ / KB stuff, more)
- Manage and evolve the relationship with Tier 1 vendor day to day.
- Plan and implement Tier 2 / Tier 3 support plans for non-retail customers.

### **Requirements:**

- 7+ years customer support and escalation expertise – ideally with customer facing products
- Experienced managing Tier 1, 2 & 3 vendors
- Familiar with a variety of support tools and platforms
- Able to contribute at multiple levels- manage the work and do the work
- Development background a strong plus
- High energy and achievement oriented
- Intellectually curious with innovative thinking
- Initiative and self-motivation guides your performance
- BA/BS degree

Bring along your sense of humor and a willingness to learn.

As an Equal Opportunity Employer **vlingo Corporation** encourages participation by all – it's your talent that we are interested to unleash.