

Account Operations Manager

Description

About Passport: Our goal is to help brands reach their global potential by building the #1 international eCommerce enablement solution for DTC brands. Hundreds of the world's top direct-to-consumer brands like iHerb, Tommy John, Native, Ritual, Seed.com, and more trust Passport to enable their international eCommerce channel. With an expansive network, an in-house team of logistics and eCommerce experts, and an easily deployed customer experience platform, Passport is the partner that growth-focused brands trust to expand their business internationally.

About You and the Role: You'll work directly with the VP of Operations to help build the newly formed Account (Brand) Operations Management team. The function of this team will be to project manage and solve complex problems for our brands that require troubleshooting across departments. Customer satisfaction and retention are the name of the game. The perfect candidate for this role is a versatile professional who has experience supporting customers, has high pattern recognition, relishes working on diverse cross-functional projects, excels in bringing clarity to ambiguity, and finds joy in finding the missing puzzle piece when faced with a new issue. If you enjoy being a jack/jill of all trades and want to be at the forefront of shaping a role that evolves with the growth of our company, this is the perfect opportunity for you.

Responsibilities: Lead and build a high-performing team, fostering a collaborative and innovative work environment. Act as a link between solutions engineering, customer support, customer success, operations, finance, and product to solve complex problems for our customers. Be the first point of escalation and main point of contact once a customer issue has been identified. Work as an extension of the daily operations team to truly understand how our supply chain operates and where shipment level issues can occur. Collaborate with Customer Success Managers on maintaining high NPS scores for our brands. Work closely with the Customer Support team to help triage account level issues.

Skills and Characteristics: Problem Solver: You love the thrill of solving a new, never before faced problem. High Ownership: Take full responsibility for tasks and outcomes. High Pattern Recognition: Recognize trends and patterns from parsing through data and pulling at threads. Customer Service & Account Management: You know how to have tough conversations with customers and soothe clients when necessary. Good with Stress: Customers aren't always happy when issues occur, you maintain composure and get shit done in stressful situations. Collaborative: Work effectively with a wide variety of brands and internal stakeholders. Super Organized: Utilize and work between tools like Notion project boards, Salesforce, and Zendesk for efficient case management (it's okay if you haven't used these specific ones before). Great with Data: You're able to tell a story and find the common thread in large chunks of (sometimes messy) data. What you'll get... - Competitive cash and equity packages - Healthcare, dental, and vision - 401(K) Match - Bi-Annual Remote Work funds - 100% remote work environment - #LI-Remote - Company issued laptop - Flexible PTO - Themed happy hours - bring on the Zoom comedians, pop-a-shot contests, and sip n' paint! - Quarterly team (virtual) gatherings and annual all-company offsites in cities around North America - Learning & Development Fund for upskilling or products to improve your day-to-day work life - One-time remote work set-up stipend to make your at-home office dazzle - Teammates around the world in 8 different time zones!

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Hiring organization

Passport

Job Location

Remote, United States

Base Salary

\$ 30000 - \$ 50000

Date posted

May 6, 2024

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Contacts

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