

Manager Customer Support

Description

About HighLevel: HighLevel is a cloud-based, all-in-one white-label marketing and sales platform that empowers marketing agencies, entrepreneurs, and businesses to elevate their digital presence and drive growth. With a focus on streamlining marketing efforts and providing comprehensive solutions, HighLevel helps businesses of all sizes achieve their marketing goals. We currently have 1000+ employees across 15 countries, working remotely as well as in our headquarters, which is located in Dallas, Texas. Our goal as an employer is to maintain a strong company culture, foster creativity and collaboration, and encourage a healthy work-life balance for our employees wherever they call home. Our Website – <https://www.gohighlevel.com/YouTube> Channel – <https://www.youtube.com/channel/UCXFiv4qDX5ipE-DQcsm1j4gBlog> Post – <https://blog.gohighlevel.com/general-atlantic-joins-highlevel/Our>

Customers: HighLevel serves a diverse customer base, including over 60K agencies & entrepreneurs and 450K million businesses globally. Our customers range from small and medium-sized businesses to enterprises, spanning various industries and sectors. Scale at HighLevel: We work at scale; our infrastructure handles around 3 Billion+ API hits & 2 Billion+ message events monthly and over 25M views of customer pages daily. We also handle over 80 Terabytes of data across 5 Databases. Who You Are: The Manager of Customer Support is responsible for the supervision and operational management of a customer-centric workforce focused on solving issues for our customers. The manager will also work closely with other functional units to meet defined service level agreements and achieve high levels of customer satisfaction. Essential Functions: Influence others, lead, coach and empower, through motivation and encouragement, to accomplish team goals and foster a positive team culture. Accomplishes customer service human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures. Achieves customer service objectives by contributing and making recommendations to strategic plans and reviews; preparing and completing action plans; implementing productivity, quality, and customer-service standards; resolving problems; completing audits; identifying customer service trends; determining system improvements; implementing change. Being able to interpret data that translates into action to improve the team. Monitors the overall health of the support system which includes but is not limited to live ticket queues, live channel queues, major bugs and staff availability. Involved in determining customer service employee requirements by maintaining contact with employees to determine areas of improvement by reviewing operational environments; conducting surveys; benchmarking best practices; analyzing information and applications. Improves customer service quality results by studying, evaluating, and redesigning processes; establishing and communicating service metrics; monitoring and analyzing results; implementing changes. Responsible for providing employees with technical resources; providing technical advice; resolving problems; disseminating advisories, warnings, and new techniques. Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; and participating in professional organizations. Act as an escalation point for high severity customer issues that arise from within the team; directly from customers; or from other HighLevel functions. Serve as an influential leader by demonstrating professionalism, passion, and enthusiasm, providing communication, and motivation, and creating teamwork and collaboration. Be readily available with cameras on throughout the shift to assist customers and team members via

Hiring organization

HighLevel

Job Location

India

Base Salary

\$ 50000 - \$ 105000

Date posted

May 24, 2024

Apply Now

ZoomExperience/Education/Certifications Required:Associate's/ Bachelor's degree or equivalent experience4+ Years in management SaaS software experienceSeveral years running technical customer-facing teams.Experience in managing a team of over 20+ Project management skills Leading a results driven team People manager at heart, you love mentoring, leading and contributing to the professional development of those around you Strong collaboration, time-management, influencing and prioritization skills are critical to the success of this roleThe ability to build and maintain relationships internally with team and with customersExcellent listening, presentation and communication skills at all levelsThe ability to partner with customers and team members in developing their strategic directionThe candidate is technically savvy and has an interest in leveraging data, analytics and automation to drive demonstrable customer and team successStrong customer facing communication skillsDemonstrated data driven approach to problem solvingMust be a go-getter and not afraid to ask questionsMust have basic computer and excel skillsLanguage Skills Required Vs. Preferred: Fluent in English.Demonstrated verbal and written communication skills.nEEO Statement:At HighLevel, we value diversity. In fact, we understand it makes our organization stronger. We are committed to inclusive hiring/promotion practices that evaluate skill sets, abilities and qualifications without regard to any characteristic unrelated to performing the job at the highest level. Our objective is to foster an environment where really talented employees from all walks of life can be their true and whole selves, cherished and welcomed for their differences, while providing awesome service to our clients and learning from one another along the way! Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.Please mention the word ****HEADWAY**** and tag `RMTUxLjgwLjE0My4yMDY=` when applying to show you read the job post completely (`#RMTUxLjgwLjE0My4yMDY=`). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via RemoteOK.com