

Customer Support Manager

Position Description

Job Location	Lake Oswego, OR
Position Status	Full-time, Exempt
Required Education	Bachelor's degree or applicable experience

About Lightspeed Aviation

Entrepreneurial and customer-obsessed, Lightspeed has become a leader in the realm of wearable technology for pilots by operating with a simple strategy: know your customer well and remain committed to relentless product evolution that expands performance to the edge of technological possibilities. This approach combined with a customer-focused passion for service allows us to set the standard for what is possible in the categories in which we compete. It's also a big part of why Lightspeed enjoys tremendous brand loyalty and is a company respected around the globe for its expertise and integrity.

Lightspeed strives to be a highly responsive and caring organization. To us, exercising high ethical standards and creating a culture where both customers and employees feel valued, vested, and heard is not a strategy, it's the Lightspeed Way.

Position Summary

The Customer Support Manager is an important leadership role in the company reporting to the Executive Vice President of Marketing and Corporate Development. Building on the company's reputation of excellent customer service, the person in this role will be instrumental in evolving the current state to a new more modern state of technology and processes to accomplish company objectives. This is imperative to our company culture and future growth. The successful player/coach handles real-time customer interactions while also managing the team for total outcomes, and works cross-functionally to solve problems and meet customer expectations.

Job Responsibilities

- Ensure timely, on-message communications with customers that lead to high satisfaction levels across a variety of channels and topics
- Lead, manage and mentor a team of talented and energetic individuals while providing career development plans for each
- Participate in the selection, development, and successful implementation and evolution of new tools and processes to modernize the workflow to meet our customers when and where they are
- Develop meaningful KPI's and manage to them in an ISO 9001 environment

- Manage the phone system to provide the ideal customer experience with a global customer base and remote working capabilities of the team
- Partner with other internal leaders to identify and escalate critical product issues, coordinate shipping expectations, and ensure that customer promises are kept
- Cultivate, organize and report on customer insights (Voice of the Customer)
- Develop knowledge base for internal training of customer facing employees

Requirements

- 3+ years in a Customer Support leadership role for a company with both B2B and B2C relationships
- High energy customer-centric attitude to listen with empathy and develop sustainable solutions
- Experience with modern CSO support management tools
- Experience building and leading a global team that cares deeply about the success of its customers
- An undergraduate degree in a related field
- Exemplary spoken and written communication skills
- Strong interpersonal and team leadership skills
- Critical thinker who can identify root causes of problems and create solutions
- Comfortable as a Player/Coach
- Passion for working in a small, entrepreneurial company in the aviation industry