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| **Position:** | Customer Support Manager | **Date:** | March 2022 |
| **Department:** | Customer Facing Department | **Reports to:** | Executive VP of Marketing/ Strategic Sales Channels |

**Position Purpose**

The Customer Support Manager is an important leadership role in the company, reporting to the Executive Vice President of Marketing and Strategic Sales Channels. Building on the company’s reputation of excellent customer service, the person in this role is the steward of a 25 year history of personal and exceptional care for customers and for the employees on the team. A customer advocate and culture champion, this successful player/coach mentors the team to success and handles escalated customer interactions while managing the team for total outcomes, working cross-functionally to solve problems, develop improved processes, and implement new tools to meet customer expectations.

**Nature & Scope**

#### Hires new team members and provides career development for the existing team of talented and energetic individuals

#### Provides leadership in process improvements, and works cross functionally to implement change

#### Manages team KPI’s for success, and course-corrects when necessary

* Maintain department compliance with ISO 9001:2015
* 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.

**Education and Experience**

* Bachelor’s degree or applicable experience.
* 3+ years in a customer support leadership role for a company with both B2B and B2C relationships.
* Experience with modern CSO support management tools.
* Experience building and leading a global team that cares deeply about the success of its customers.

#### Required Skills and Attributes

* High energy customer-centric attitude; ability to listen with empathy and develop sustainable solutions.
* 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.