Customer Support Manager

Description
8+ years of proven experience in a customer support management role, preferably within the software or technology industry.

Responsibilities

- Oversee the Ticket Management System, ensuring accurate and timely ticket resolution.
- Meet ticket SLAs as agreed upon with customers and internal stakeholders.
- Monitor productivity and efficiency metrics to drive operational excellence.
- Conduct root cause analysis on escalated issues and implement corrective actions.
- Maintain a high level of customer satisfaction by delivering exceptional support services.
- Achieve high CSAT scores and KPIs set for key performance areas.
- Build and nurture strong relationships with clients through regular communication and proactive support initiatives.
- Represent the company at customer meetings, addressing concerns and driving solutions.
- Lead, mentor, and develop a team of customer support representatives.
- Recruit, hire, and retain top talent to build a high-performing support team.
- Create and maintain a positive and motivating work environment conducive to employee growth and development.
- Roster and schedule team members to ensure 24×7 coverage and optimal resource allocation.
- Implement skilling and development programs for the support team.
- Conduct regular performance reviews, provide constructive feedback, and facilitate on-going training sessions.
- Foster a culture of continuous learning and improvement within the team.
- Work closely with the Development, Implementation, and QA teams to ensure smooth product releases and upgrades.
- Manage the delivery of fixes and updates to clients, ensuring timely implementation and testing.
- Collaborate with cross-functional teams to address customer issues and drive product improvements.

Qualifications

- Strong leadership and people management skills with the ability to inspire and motivate teams.
- Excellent communication and interpersonal skills, with a customer-centric approach.
- Proficiency in using Ticket Management Systems and other support tools.
- Experience in delivering customer training and conducting performance evaluations.
- Ability to work effectively in a fast-paced, dynamic environment and manage multiple priorities simultaneously.
- Strong problem-solving abilities and a proactive attitude towards issue resolution.
- Familiarity with travel industry operations and software solutions is a plus.

Hiring organization
Pulse HRM

Employment Type
Full-time

Job Location
Goa

Date posted
February 7, 2025

Valid through
08.03.2025

Education

Bachelor's degree in Computer Science, Information Technology, or a related field.