

# Customer Success Manager

Phone :

Web :



## Job Summary

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Vacancy :

Deadline : Aug 30, 2024

Published : Jul 30, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

# What we're looking for

You'll be at the core of Phoenix's growing customer experience team, as we work to deliver the best in men's health. You'll be the heart and soul behind every Phoenix's customer's experience – from inbound email, outbound communication, social comments, and the occasional call. You'll provide support for all our customer success team members as they reach out with questions or concerns. You are empathetic, extremely organized, and take pride in solving problems with a high-level of expertise and warmth. We are looking for an exceptional communicator with strong organizational, interpersonal, and creative instincts—with the ability to manage a small team and help navigate new customer issues in a fast-paced environment. We're a fun team with serious drive!

## You may be a good fit if:

- 5+ years experience in a dynamic, customer-focused environment
- You thrive in creating a highly empathetic customer experience
- You're a polished writer, and can craft a great email at the drop of a hat
- You've worked in a personalized customer support role before, and know exactly how to diagnose customer issues and make customers happy
- You're organized and efficient, nothing falls through the cracks
- You care about men's health and have a personal connection to the space
- You have great perseverance and an iron-clad work ethic. You roll up your sleeves to do whatever needs to be done
- You have the ability to learn quickly and work proficiently across multiple platforms
- You are excited to manage a small but growing CX team and want to help everyone provide the best customer experience possible

## What you'll do

- Represent the Phoenix brand with best-in-class customer experience, helping customers with their inquiries through email, chat, phone, and social media
- Manage customer relationships by taking ownership of inquiries and representing the Phoenix brand
- Develop and document new processes which solve frequent pain points for the team and help deliver a more consistent experience for our customers
- Be the frontline of support at Phoenix on all customer inquiries, responding and resolving questions in a considerate and timely manner
- Manage a small but growing CX team; act as the point of escalation for any unusual customer issues and unique problems
- Act as the advocate for customers across all departments from QA to our Pharmacy Partner to help solve all problems big and small

## Why work at Phoenix?

- Impact & autonomy. You'll work directly with our founders who understand the ups-and-downs of the business and you'll have a real opportunity to shape the future at Phoenix
- Rewarding Mission. We're delivering the best healthcare experience to Canadians across the country
- We are a small elite team in Downtown Toronto. We love the tight feedback loop of working together in the office. If you've missed that in-person office experience, and love sharing strongly held opinions of the best lunch spot nearby, this is the role for you

## Education & Experience

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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