

## Manager, Customer Support



Phone :

Web :

### Job Summary

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Vacancy :

Deadline : Aug 13, 2024

Published : Jul 13, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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### **ABOUT COOLIT SYSTEMS INC.**

Founded in Calgary, Alberta in 2001, CoolIT Systems is the leading Direct Liquid Cooling technology provider for data centers, supercomputers, and desktop computers. We design and manufacture solutions used by the largest tech companies globally. Recognized as one of "The Americas' Fastest Growing Companies 2023" by Financial Times and honored with the Deloitte Fast 50 Clean Technology award in 2022, as well as the Deloitte Fast 500 distinction in both 2021 and 2022, CoolIT's rapid growth is capturing global attention.

As demand for generative AI, high performance computing and cloud solutions rapidly expands, there has never been a more exciting time to join our team.

### **WHAT YOU'LL DO:**

#### **Role:**

We are seeking a highly skilled and dynamic individual to join our team as the Manager, Customer Support. This new leadership role will oversee CoolIT's after-sales support organization, which encompasses seamless customer order processing, deliveries coordination, manufacturing prioritization, return merchandise authorizations, and general after-sales support and reporting. The Manager, Customer Support will play a pivotal role in guiding our team of Customer Support Coordinators as they assist and service some of the largest and best-known technology brands in the world.

#### **Responsibilities:**

- Implement processes and procedures to ensure the efficient and effective execution of after-sales support activities, aligned with the company's overall strategic objectives.
- Answer customer questions, resolve problems, and maintain customer satisfaction by providing problem-solving resources.
- Build strong relationships with clients, understanding their unique requirements and challenges.
- Develop comprehensive strategies and plans to drive the successful execution of daily customer activities, ranging from customer order entry, to manufacturing schedule coordination, to return material authorizations.
- Lead by example, inspiring and motivating team members to deliver excellence in every aspect of their work.
- Interview, mentor, assess, and develop a high-performing team of customer support professionals.
- Foster a culture of collaboration, innovation, and continuous learning, empowering team members to reach their full potential.
- Collaborate closely with business development teams to ensure seamless delivery of services and exceptional customer satisfaction.
- Continuously monitor performance metrics and quality standards, driving continuous improvement initiatives as needed.
- Act as single point of accountability for after-sales customer satisfaction and escalation.

#### **Basic Qualifications:**

- 5+ years of experience in a customer support or customer service leadership role.
- 2+ years of experience working in a manufacturing or advanced technology business.
- Bachelor's degree in Business Administration, Engineering, Computer Science, or related field.
- Proven track record of success in a leadership role within a services or operations organization.
- Customer-centric mindset, with a passion for delivering exceptional service and value to clients.
- Experience working in a fast-paced, dynamic environment.

#### **Preferred Qualifications:**

- Preference for strong technical background, with experience in data center infrastructure, cooling systems, or related fields.
- Experience using CRM and ERP systems such as Oracle Netsuite (preferred), Ariba, ServiceNow, or Zendesk. Advanced degree preferred.

#### **Skills:**

- Strategic thinker with a demonstrated ability to develop and execute on complex business plans and initiatives.
- Excellent leadership, communication, and interpersonal skills, with the ability to inspire and motivate teams across all levels of the organization.
- Strong, organizational and analytical skills; ability to work effectively under time constraints and deliver results by critical deadlines.
- Proficiency with MS Office tools such as Word, Excel, Powerpoint and Outlook.
- Ability to adapt quickly to changing priorities and requirements. Ability to travel up to 20% of the time (International Travel).

### **WHY COOLIT?**

We strive to be an employer of choice and as such we believe in rewarding our employees with career and development opportunities that will maintain and strengthen our culture while aligning to our vision and values.

We are a company that is full of vibrant, innovative people who love what we do. Our comprehensive benefits package includes:

- Vacation and flex days, and paid company-wide shutdown during the holiday season.
- Comprehensive benefits including Dental, Drugs, Optical, Paramedical and Health Spending. These costs are covered by CoolIT and are enacted from your first day.
- Dress for your day – in a casual yet professional environment.
- Retention rewards like "The Big Coffee Break" that reward tenure with additional vacation time and a monetary bonus.
- Employee ownership program.

We thank every candidate in advance, however, only those selected for an interview will be contacted.

Successful candidates for this position will be required to undergo background checks including criminal records check and education.

**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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