

## Manager, Customer Support



Phone :

Web :

### Job Summary

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Vacancy :

Deadline : Oct 25, 2024

Published : Sep 25, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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### A Little Bit About Us:

Certn is a growing global technology company that's revolutionizing background screening and reinventing the way businesses build trust. We're proud to be backed by over \$114M in funding and have been named Deloitte Canada's second-fastest-growing company on the Technology Fast 50™.

### Who are Certnians?

We're soccer players, DIY creators, spicy food lovers, karaoke superstars, wine connoisseurs, and so much more! We are a team of 300+ people currently living the dream at Certn and we're looking for more team members to level us up. If you're excited about working with a group that values accountability, working collaboratively across time zones, being inclusive of different perspectives, and approaching problems with compassion and empathy – we want to hear from you!

### The Opportunity:

We are looking for a full-time, permanent Manager of Customer Support. This role will report directly to the Director of Customer Support. In this role, you will be responsible for ensuring the effective and efficient operation of Certn's Global Support team, driving customer satisfaction and retention.

For you to knock this role out of the park, you will need to leverage your leadership skills, data-driven decision-making, and problem-solving abilities. You have an innate ability to motivate and develop teams, ensuring that processes, tools, and support systems are optimized for success. You'll bring your passion for delivering exceptional customer experiences and your strategic mindset to enhance customer interactions, solve complex challenges, and contribute to the long-term growth of the support team and the business. This position requires a unique blend of personas, including leader, coach, data-driven strategist, customer advocate, and operational innovator.

### How you'll have impact:

Here is what our Director of Customer Support, Charlotte Girimonte, has to say:

"This role is super unique and comes at a very transformational time at Certn! We are looking for someone who has the experience to solve problems that have impacted contact centers for decades and the curiosity to solve problems based on new emerging AI technologies. We have just launched our new platform - CertnCentric and the global support team is the beating heart of it's success. Our Support Specialists embody Certn's culture values - unified by trust, bold and courageous, we give a shit, curious and impactful. We are looking for a day to day operational leader who can expertly coach and guide each Support Team Lead and Specialist reporting into them to provide an industry leading customer service experience"

### As our Manager, Customer Support, you can expect to:

*Lead a 24/7 global support team by managing day-to-day operations and translating Certn Support's strategic vision into actionable results.*

- Drive team engagement by fostering a collaborative culture, coaching leaders to enhance their effectiveness, and leveraging support metrics to inform decisions and optimize team performance.
- Set, manage, and adjust SMART Objectives semi-annually for direct reports, ensuring alignment with Certn and customer goals. Oversee a comprehensive performance management strategy, including QA processes and global training programs.
- Collaborate closely with Operations, Product, Sales, and Customer Success teams to align support strategies with new product launches and evolving customer expectations. Ensure that the support function is fully integrated with Certn's go-to-market initiatives.
- Lead the team in establishing consistent processes to resolve client and applicant issues. Empower the team to resolve support queries across all channels, adhering to Certn's Legal and Compliance SOPs.
- Make decisions on resource allocation, tool management, and team structure to ensure alignment with and achievement of performance targets, 24/7 global coverage, and to meet the evolving needs of Certn.
- Manage team schedules and oversee hiring to ensure staffing levels meet service targets.
- Collaborate with the Support Leadership team to enhance self-serve resources, including AI/chatbot responses and internal documentation.
- Address and resolve high-impact client and technical escalations when the Support Leadership team is unavailable.

*Enhance customer satisfaction, improve retention of support-managed client accounts, and drive improvements to Certn's product offering based on data-driven support insights.*

- Regularly review customer feedback and support performance data, using insights to coach the team and refine support strategies.
- Collaborate with Product to identify, analyze, and report on key support volume drivers. Maintain detailed records and make recommendations for reducing and mitigating support volume.

### We're hoping you'll bring:

- Formal post-secondary education.
- Proven ability to adapt to change, deliver excellent customer service in complex environments, find solutions independently with incomplete information, and quickly learn and interpret client requirements.
- Strong familiarity with SaaS Customer Support tools (CRMs, ticketing software like Zendesk, Intercom, Hubspot, Atlassian products) and previous experience in implementing and managing these as well as, other support tool systems.
- Strong personal communication skills.
- Strong work ethic, with the desire to 'roll up sleeves' and get the job done.
- Leadership experience in a contact center, SaaS, or tech support space.
- Previous experience contributing to technical documentation or help centers.

The following will be considered an asset:

- Academic background in mathematics, statistics, or data analysis.
- COPC Certified Manager or equivalent training in contact center operations.
- Personal passion for delivering industry-leading customer service experiences.
- Proven ability to improve personal working environments and processes.
- Experience leading Tier 2 or Escalated Support teams, particularly in a "lead of leads" position.
- Experience in AI training and conversational design.

### Why choose Certn for your next career move?

At Certn, our mission is clear: we're committed to creating an exceptional workplace that meets your needs and career aspirations. To achieve this, we're continually seeking your input, exploring industry best practices, and introducing innovative initiatives and improvements in our work environment. Our aim is for each of us to finish every day with a sense of pride in being part of the Certn story!

Some of the benefits you can expect at Certn are...

- 4 weeks of paid vacation
- 12 wellness days
- Remote-friendly and supportive flexible remote arrangements
- Work-from-home allowance
- Flex allowance
- Professional development budget
- And a few more goodies!

Certn takes pride in being an advocate for equal opportunities in the workplace. Our commitment is reflected in how we're creating a workplace that's respectful, inclusive, and free from barriers — a place where each member of our team can achieve their full potential. We firmly believe that the strength of our company is rooted in diversity, and we encourage every individual to bring their authentic selves to work. We extend a warm welcome to all qualified candidates and hope that you'll consider Certn as your preferred employer, where you can thrive and contribute to our collective success.

*Note - If you have a disability that requires accommodation during any stage of our recruitment process, please let us know how we can best assist you.*

Just so you know...the selected candidate will be required to complete a background check. This means you'll get to see first hand what we do (and trust us, we do it REALLY well)!

[Apply for this job](#)

**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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