

# Senior Manager, Customer Support



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Web :

## Job Summary

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Vacancy :

Deadline : Jul 11, 2024

Published : Jun 11, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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Loopio is a workplace that unleashes learning & growth opportunities for our Loopers. We provide autonomous, challenging work that allows each employee to master their craft. We attract and retain people who are naturally curious, have grit and are eager to grow and build their careers. At Loopio, we genuinely support each other, because true success comes from working as #oneteam.

Loopio is looking for an experienced Customer Support leader to lead our award-winning team at one of Canada's most well-regarded SaaS companies. In this role, you will directly manage a team of talented Customer Support Professionals. You'll work with team members across the organization to champion the voice of the Customer and work on critical projects to drive forward our overall Customer Experience. You'll also be joining a Customer Experience leadership team with some of the most experienced and progressive leaders in the industry, with endless opportunities to accelerate your career!

Are you ready for your next adventure?

### What You'll Be Doing

- Leading a global team of 8 individuals across Customer Support and Tech Support, with team members based in Vancouver, Toronto, and India
- Manage a team supporting two distinct Solutions: Loopio Core and Loopio for Salesforce (Salesforce native)
- Ensure that pre-determined SLAs are met both internally and externally, with the appropriate triggers and alerts setup to monitor, as well as evolve to improve SLAs where appropriate.
- Be customer facing; manage any customer escalations, join calls with Enterprise customers and speak to how the Customer Support team supports global customers.
- Using AI to further enhance efficiencies via technology such as chatbots, in-app messaging, macro-creation and more
- Present ticket trends and voice of the customer feedback to Engineering and Product leadership to highlight opportunities to improve customer experience
- Build scalable processes, guidelines, handbooks, email templates, and frameworks to help streamline Support activities.
- Develop creative strategies to impact core Support metrics (Response Time, CSAT, Case Age, Agent Efficiency) across the Support Team.
- Provide one-on-one coaching and mentorship to the Support Team (currently 22/5 coverage). Be a trusted resource for the team as an effective point of contact for escalations of complex customer scenarios.
- Build and drive personal development and growth plans for the team while continuously providing transparent and constructive feedback on overall performance.
- Work with leaders of other Customer Experience teams and more broadly across Loopio to ensure visibility across team initiatives, drive high level company goals forward and reduce team-based silos
- Work with the Go-To-Market team to ensure successful product updates and launches, giving consideration to documentation and in-app notifications.
- Take ownership of our Knowledge Base and ensure its usability, accuracy, and integrated experience, as an effective way to help customers self-serve and deflect Support tickets. Internally, create a documentation process that is relevant and repeatable.
- Work with Engineering and Product teams to prioritize fixes and Customer Feedback, using a data-driven lens.
- Monitor SLAs and communicate any down-time both internally and externally
- Build a brand in the Toronto Tech Community by playing an active role and helping to build Loopio's reputation as a best-in-class organization.

### What You'll Bring to the Team

- 2+ years in a management role with a customer-facing Support team
- A minimum of 3 years of SaaS and / or Customer-Focused experience
- Experience with Zendesk or similar Support ticketing and call software
- Strong written and verbal communication skills
- Strong relationship building skills; you can handle difficult and complex scenarios and provide candid and constructive feedback to members of your team while remaining productive and working together to resolve
- Extremely analytical; you leverage data in all of your decision making, you share data and trends proactively
- Highly organized; knowing how to prioritize responsibilities, commitments and deadlines
- Highly strategic; you like to understand the big picture, and new ways to drive forward high level organizational goals
- Experience with Salesforce, Zendesk, and Jira is a plus

### Where You'll Work

- Loopio is a remote-first workplace because we recognize the advantages of working flexibly. We have Hub Regions spanning across Canada, UK, and India, which means that employees live and work remotely within a 300 KM radius of Toronto (within Ontario), Vancouver (within British Columbia), Ahmedabad (within Gujarat), Pune (within Maharashtra), and London (UK) and work within regular business hours in their timezone. This role will be Ontario-based.
- You'll collaborate with your teams virtually (we're just a Zoom call away!) and have established core sync hours and focus time during the workday to enable us to work smarter together.

### Why You'll Love Working at Loopio

- Your manager supports your development by providing ongoing feedback and regular 1-on-1s
  - You have tons of autonomy and responsibility: this role provides an opportunity to try new things and push creative boundaries
  - You'll learn more than you thought was possible; our team is obsessed with personal and professional growth (every Looper receives a professional mastery allowance each year)
  - You'll be set up to work remotely with a MacBook laptop, a monthly phone and internet allowance, and a work-from-home budget to help get your home office all set up!
  - Join us in regular company socials, AMA (Ask-Me-Anything), and quarterly kick-off to celebrate the big wins and milestones as #oneteam!
  - You'll be joining a culture that has thoughtfully built out opportunities for connections in a remote first environment.
  - We have Employee Resource Groups, various fun virtual activities, and many more moments for us to have fun and learn together!
  - You'll be a part of an award-winning workplace and one of Canada's fastest growing companies with ample opportunity to make a big impact here!
- We recognize that all too often, potential candidates don't apply for a position simply because they don't hit every single criteria included in the [job description](#)—particularly members of [underrepresented groups](#).

Whether or not your experience checks off all the boxes on a job posting, we still encourage you to apply to ensure that your application receives a review from our team. We understand that a resume can only showcase so much during the applicant stage, so we've created prompts in the application for you to share more about yourself. If you've made a career transition (or a few!), you're self-taught in a new role, or you have skills/experience you'd like to highlight, we want to hear more about what you could bring to the table.

Loopio is an equal opportunity employer that is deeply committed to building equitable workplaces that are diverse and inclusive. We actively encourage candidates from **all** backgrounds and lifestyles to consider us as a future employer. Please contact a member of our Talent Experience team ([work@loopio.com](mailto:work@loopio.com)) should you require accommodations at any point during our virtual interview processes.

**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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