

Job Description

Role: Customer Support Manager

Reporting To: Chief Technical Officer

Location: Reading, UK

Workbooks.com is looking to recruit a Customer Support Manager to join our expanding business. As part of our service delivery team you will be responsible for ensuring our customer support team delivers world-class support.

Key Responsibilities:

- Leading Change: Continuous process improvement to help the team efficiently handle increasing volumes of customers and to reduce the corresponding rate of incoming call rate growth.
- Management of the customer support team (currently 5 heads), including recruitment, objective setting, reviews, measurable objectives and training requirements.
- Work with Customer Success Managers to be the customer's advocate within Workbooks.
- Build and deepen relationships with key customers and partners.
- Monitor and handle escalations of customer cases.
- Assist in the pre-sales process where it relates to customer support.

Experience and Skills:

Mandatory:

- Prior experience of team management, ideally of a customer-services or support team
- Excellent communications and presentation skills
- A professional and helpful telephone manner
- Consistent and thorough, "going the extra mile" to resolve customer issues
- Ability to manage own workload and that of others to meet deadlines

Desirable experience:

- Management of a managed services support desk
- Handling rapid growth in a positive and "can-do" fashion
- Demonstrable history of process improvement
- Prior experience of developing a growing team
- ITIL