

Full Time

Customer Support Manager

Company Overview

Founded in 2010, Cultivate has evolved to become the Gifting Experts of our industry and a trusted gifting partner for our clients. We believe the right amount of choice makes people happy, and our gifting options offer something for everyone. We provide Virtual and Event Gifting options with done for you service to help clients appreciate people online or at an event. At Cultivate, we work as one towards our core purpose of appreciating people.

What We Need

We're looking for a Customer Support Manager to help us deliver timely and delightful customer experiences at scale. You'll be responsible for designing support processes, putting those processes into play, managing and coaching a rockstar team, and helping our customers to ensure they leave feeling appreciated after our service. Collaborating across the product & purchasing, sales, and marketing teams, you'll bring proactive, at-scale support processes to our customers, and help deliver VIP customer support as we move up in the market.

What You Will Do

- Track and own KPI's for the Customer Support Team (ticket volume, resolution, average handle time, etc)
- Manage the performance of a team of 3-5 Customer Support Representatives
- Leverage Zendesk to inform data-driven decision making and build internal and external self-help knowledge base
- Develop and improve departmental system and procedure to enhance customer satisfaction and productivity
- Collects and analyzes data to improve the team's operational workflow/processes
- Perform regular audits to ensure the team is offering accurate and timely support
- Coach the Customer Support team to develop strong customer facing skills, improving their ability to receive, analyze, troubleshoot, and assist customers in resolving any questions, issues, and concerns
- Provides regular feedback to the team
- Manage support escalation issues and create escalation procedure
- Create operational workflow for the Customer Support Team
- Work closely with the Purchasing, Sales, Operations & Marketing Teams to develop best practices that will ensure timely and accurate responses to customers
- Create and manage reports for high-touch programs, working with the sales team to develop standard reporting practices
- Develop successful training regimen for new hires
- Conducts performance evaluations for team as well as disciplinary action if needed
- Collaborate with HR to create career paths for the CS Team
- Provides regular feedback to the team for consistent individual improvement and team development

Must Haves

- 3+ years' of Customer Support Managerial Experience
- Experience in a fast growth atmosphere
- Comfortable and excited about building and growing a new department, complete with departmental and individual metrics
- Data focused mindset
- Familiar with Zendesk is preferred

Compensation and Benefits

- Competitive annual salary based upon experience.
- Benefits including 401k (with 3% match) and insurance plans.

Physical Demands

- Events demand physical activity requiring the ability to lift up to 50 pounds.

The above description reflects most duties assigned to the position. Other responsibilities may be requested at any time.