

## **Job Role: Customer Support Lead (North America)**

### **Reporting to: Head of Customer Support**

#### **Role Overview**

The Customer Support Lead will be responsible for line-managing a team of Customer Support Agents based in North American time zones. Providing exemplary support to Sapling and Kallidus clients in accordance with our commitments to customers and Kallidus Group Values. As well as playing a key role in supporting, mentoring and guiding the Customer Support team, upskilling new joiners and working collaboratively with other departments to ensure success.

This role is predominantly customer facing and a winning candidate must have a clear outcomes-focussed approach to resolving customer issues, a growth mindset, and be equipped to support the rest of the team to do so. By ensuring processes are followed, maintaining clear communication with customers and colleagues and working towards continual improvement focussed on quality.

The Customer Support Lead acts as the single point of contact for some customers, will be involved in investigation, knowledge share and will ensure that customers are kept up to date with the status of their requests until they are fully resolved.

This role is approximately 60% Customer Support and 40% leadership & management.

#### **Key Tasks and Responsibilities**

Reporting to the Head of Customer Support, some of the key responsibilities are:

- Line-managing a team of Customer Support agents based in North American time zones.
- Provide strong direction to a multi-functional Customer Support Team to ensure that customer SLAs are met.
- Maintains clear communications with customers on their issues, owning and tracking all live tickets to ensure that customers are kept up to date with the progress of their issue.
- Ensures that the agreed processes are followed for the resolution of incidents and requests.
- Ensures and effective and timely handover of unresolved technical incidents to the other departments as needed e.g. Engineering.

- Attend service review meetings when required.
- Manage some small Customer Support team projects where required e.g. contributing towards process improvements and self-help materials.
- Provide a first response to customer escalations - issue resolution or further escalation to Head of Customer Support/CSM.

### Essential Skills

- Experience of line-management
- Superior customer service attitude
- Organised approach with attention to detail
- Ability to prioritise and work towards deadlines
- Good interpersonal skills and strong customer focus
- Proven ability to implement and manage processes
- Basic understanding of SaaS services
- Enthusiastic with a positive attitude and a willingness to learn new skills
- Strong team-working skills
- Capable of dealing with multiple clients daily
- Confident communication
- Competent user of Microsoft products

### Desirable Skills

- Customer Support experience in a software environment
- Experience of working with agile processes in a SaaS environment
- Proven track record of continual improvement

### Behaviours

- Be a champion for the Sapling and Kallidus values:
  - Curiosity
  - Integrity
  - Collaboration
- Put the Customer at the heart of what we do. Demonstrate and pursue excellence and quality.
- Treat everyone as an adult and a human. Keep conversations real and effective.

- Creatively inspire others to do all of the above, across the organisation.