**Customer Support Manager**

MAIN PURPOSE OF THE JOB:

As Customer Support Manager you will oversee frontline customer support and delivery of job board products. Your main responsibilities will be ensuring our SLAs are adhered to by your team, and that customer satisfaction remains high.

You’ll have expertise in all of our job board and ATS products. Leading on client training, and also upskilling members of the team to allow growth in learning and knowledge.

The focus must be on quality and speed of delivery. One must not impact the other, and you are responsible for monitoring performance and ensuring team resources are allocated to meet these needs.

Report to:

Head of Operations

responsible for:

Production & Support Assistant

Business Administration Apprentice

MAIN TASKS OF THE JOB:

## Support

* All client and candidate support to be tracked and managed through Zendesk.
* Managing the telephone and email support responding to both candidate and client queries.
* Assist with frontline support when required - supporting all users over the phone.
* Communicating and collaborating with other team members to ensure the best possible service and experience for anybody who contacts JGP requiring assistance.

## Production

* Oversee and assist where needed of all job uploads onto JGP platform. Make any subsequent amendments as clients request.
* Oversee creation of sales enhancements creative: MPUs, Skyscrapers and Leaderboards.
* Oversee uploading and management of enhancements in Google Admanager, assist when required.
* Quality control check adverts and enhancements to ensure expected standards are met and maintained.

## Training

* Client online and on-site training on ATS
* Setting up and administering new users on our various recruitment systems, providing guidance and aftersales care.

## Development

* Liaising with our development team, escalating and prioritising incoming support issues accordingly.
* Development UAT testing.
* Ensure all systems are working correctly before signing off work to be deployed to live.
* Liaise with 3rd party development team regarding system issues

## Management

* Managing and supporting the Production & Support team (approving holiday, leading 1-1’s and quarterly appraisals)
* Overseeing workload of the team and working with Project Manager to best utilise capacity/resource
* Responsible for the production & support parts of any new starter induction plan.
* Ensure all SLAs are met.

The job description is not intended to be an exhaustive list of your responsibilities. We reserve the right to require you to undertake such other tasks or duties, as may be appropriate to your status, experience and capability. We reserve the right to transfer an employee from one job to another and from one department to another, subject to capability, in order to benefit the efficient operation of the business.