

Employment Posting

Position Title: Customer Support Manager

Employment Terms: Full-time

Reports To: Director of Operations

Department: Operations

Date Posted: 01/09/2018

Position Summary

As the Customer Support Manager, you will work closely with the Director of Operations and our Development Team to support our SaaS clientele in using our FlexPay platform, and to expand our support team throughout 2018. FlexPay is growing rapidly, and you are entering at the forefront of the next stage of our evolution. Today, you will be responsible to work with the Director of Operations and the Development team to support the growth of our business and respond to the needs of our growing customer base, while tomorrow you will be responsible for managing a 24/7 support team who will be critical in driving our customer success.

Ideally, you are a great communicator with skills in organizing and managing a support team. You thrive on customer success, you go out of your way to make sure the clients are happy, and you are dedicated to the growth and development of an exciting new product. You're the type of person who loves autonomy and the freedom to manage your team how you see fit. FlexPay is a small and dynamic team, and this is your opportunity to get in on the ground floor and help us develop our client support strategy. You're always learning because you're genuinely curious and always looking to grow.

Responsibilities:

The incumbent is responsible for making sure that all of our client support experience is top of the line. The team will react to all internal and external stakeholder requests, monitor the platform for issues, and maintains the customer ticketing system, while ensuring that the customer experience is at the forefront of all interactions. We are focused on keeping our costs contained and ensuring that we are efficiently supporting our customers.

- Define and implement procedures and policies (i.e. SLAs) for a scalable support model including staffing, process and tool requirements.
- Partner closely with other cross-functional team members to translate business needs and product requirements into new solutions for customers.
- Define and implement procedures and policies (i.e. SLAs) for a scalable support model including staffing, process and tool requirements.
- Create and present key support metrics to share with senior leadership and highlight any points of concern or areas of improvement.

- Define, track and report on key performance indicators to determine support effectiveness and efficiency
- Collaborate with our Product and Engineering teams to resolve complex technical issues, document product bugs and influence our product roadmap
- Act as a player-coach directly handling customer cases from time to time.
- Ensuring individual workflows enable the team to reach or exceed customer service SLAs
- Leverage the data driven capabilities inside of support to enhance the customer experience
- Interact and work with the Customer Success Manager team to develop a complete and integrated customer experience.

Qualifications:

- You possess a Bachelor's degree or higher
- You have three to five years in a similar role.
- You have a working knowledge of HTML and the .Net Framework
- Experience in software development is a significant asset
- Experience with data queries, SQL, SQL Server is a an asset
- You are comfortable learning a new software and working in a technical environment.
- You are a self-starter driven by success with attention to detail.
- You are not afraid to ask questions and look for new/different solutions.
- You know how to manage a relationship with small and large businesses.
- You have a solid understanding of business performance metrics, and a willingness to embrace data.
- You are an excellent communicator with the ability to sell and convince.
- You work well with a team and are not afraid to share your ideas.
- You are an adaptive learner who strives for challenges at all times.

Benefits:

Tungsten Revenue invests in its employees by offering the following benefits:

- Unlimited paid vacations
- Flexible hours
- Relaxed dress code
- Group RRSP program
- Bi-Weekly free lunches
- Fresh and healthy snacks
- Comprehensive group insurance package
- Regular offsite company events
- Supports continuous learning and development
- In-office showers, kitchen, rec-room, bike parking
- Universal profit sharing program

About Tungsten Revenue & FlexPay

Tungsten Revenue has been a marketer since its inception. We understand the challenges that merchants face, whether they are sales, fulfilment and especially payments processing.

Our business is almost entirely credit card based and processing card-not-present transactions poses a range of problems. To scratch our own itch, we built FlexPay, an Enhanced Payment Gateway. It mitigates against these problems on a transaction-by-transaction basis with a proprietary, statistics-based decline salvage and risk balancing strategy. FlexPay has become the cornerstone of our business and has supplanted direct to consumer marketing as our core activity.

Tungsten Revenue was named #10 in Canada as one of **2017's Great Places to Work**. We are a dynamic and welcoming company that strives to hire the best and brightest people. We've been told that that we suffer from a "Never Good Enough" syndrome, and we proudly embrace it. We are looking for people who are never satisfied with themselves or their company, constantly pushing to improve both.

Once through our doors, you'll discover a dynamic and culture focused organization that offers an exceptional work environment. Efficiency is one of our core values and we endeavor to eliminate, automate, or outsource the mundane and repetitive both for ourselves and our partners. You are given the autonomy to have a substantial impact on the performance of the company and your work will be creative and challenging. **It will never be boring.** If you're the type of person that thrives in an environment of smart, driven, and competent colleagues, then you may have found your home.

To learn more about this position, please send an email to careers@flexpay.io..