

Position Description: Customer Support Manager

Position Title: Customer Support Manager
Functional Group: Operations
Reports to: VP Operations
Date: March 2019



Our Company

Coretex is a world-leading technology company that creates innovative fleet management and IOT solutions for organisations that operate in mission-critical environments. Our start-up culture and 'can-do' attitude helps us take on the best and win. Our proprietary technology platform helps organisations run more efficiently and comply with complex legislation through intelligent use of data gathered directly from fleet assets.

Coretex has customers all over the globe. Our business is run from offices in New York, San Diego, Auckland, and Sydney. We have ambitious growth plans that will see us further expand operations over the coming weeks, months and years.

Our Mission

At Coretex we believe that technology should be used to create a safer, cleaner and more productive society. The world's resources are under increasing pressure - to keep growing, we have got to figure out how to do more with less.

Our goal is to help operators drive better business results by improving their asset utilization, reducing fuel consumption and minimising the wear and tear on people and machines - all whilst ensuring that operators remain compliant with all relevant legislation.

Purpose of this Role

Our Customer Support Manager will lead the customer and technical support teams across our US and Fiji locations; ensuring successful, best in class support to Coretex's US customers. We will value your drive to deliver excellent customer satisfaction and strong leadership skills. You will provide high quality leadership and development opportunities to your own team, and be an active contributing member of our North American leadership team.

Responsibilities

The outcomes listed below describe the tasks you may be expected to carry out. This list is indicative of the role and is not exhaustive.

- Take responsibility for best in class technical and product support to new and existing customers
- Ensure customer satisfaction is maintained during and following any implementation project
- Maintain a high standard of Electronic Login Device support capability within your team, including providing regular training to keep skills updated
- Develop support specialists in each of Coretex's verticals to enable depth of customer support
- Take responsibility for 24/7 coverage of the support functions, consistently maintaining high quality standards.
- Advocate customer needs/issues cross-departmentally
- Utilize Salesforce & Epicor to ensure that all cases are captured and actively managed

Coretex Position Description

- Establish and manage effective support processes to support customers to a high standard
- Establish and maintain relationships in the company to minimize any churn
- Act as an escalation point for customer issues to ensure customer satisfaction targets are met
- Ensure that all activities are conducted in an ethical honest manner in line with company policies and within an economical framework
- Develop and implement a regular reporting regime of support activity

Quality / Health & Safety Accountability

All staff are authorised to take suitable action to prevent, avoid and where possible eliminate quality and health and safety issues within their job area.

People Specification

The ideal person fulfilling this role will have the following skills and characteristics:

- Proven successful track record of high-quality customer support
- Previous team leadership experience
- Good communication skills both written and oral
- An understanding of ITIL / ITSM principles and frameworks preferred
- Strong problem solving and analytical skills
- Be self-managing and a self-starter
- A high customer service ethic
- A collaborative working style

Qualifications

A relevant bachelor's degree is preferred but not mandatory for the right candidate. Relevant sector experience will be valued alongside of any academic qualifications.

Experience

- 5+ years of experience in a customer support role.
- Previous team leadership experience

Why Work with Us

This is a great time to join an agile and fast growing NZ technology company that's taking on the world. Coretex is the kind of company that gives you the opportunity to make a difference.

The Coretex team is driven, professional and focused. We're big on teamwork and open doors. We are passionate about providing our customers with the best technology and experience, and we like to have fun while we're doing so.

The development and growth opportunities are as unlimited as our business growth – locally and internationally.

Location

The position will be based in Fort Lee, NJ