

ContactEngine Position Description

<u>Position Title:</u>	Client Support Manager
<u>Department:</u>	Account Management
<u>Reporting to:</u>	VP Account Management

Background:

At ContactEngine, we're passionate about innovative SaaS solutions that drive value, enhance operational processes, and improve the customer experience while delivering substantial return on investment for our clients. We are a Shoreditch-based, dynamic, vibrant and extremely motivated team already working with some of the UK and world's best known brands.

Our focus is mainly on Customer Communications using omni-channel SaaS Solutions.

Role Main Purpose:

- Define, document and lead to completion a work stream designed to identify, assess, select and deploy the outsourcing of the Client Support function at ContactEngine.
- Establish, maintain and develop business relationships with support vendors.
- Create and keep updated processes and procedures regimenting operational activities for the Support vendors (e.g. workload prioritisation, staffing, SLAs, AHT, etc...).
- Lead and direct the team providing all facets of the Client Support function, including operational responsibility for the team.
- Develop and maintain Business Continuity as well as Disaster Recovery plans ensuring the Client Support function remains operational at all times.
- Analyse patterns and seasonal variances to ensure adequate staffing of the Client Support function at all times.
- Ensure that incidents and requests are handled according to agreed procedures and within agreed timelines.
- Ensure that incidents are fully documented in relevant systems and relevant parties notified.
- Coordinate the root-cause analysis of incidents and implementation of fixes, immediate and prophylactic.
- Take leadership in the design and implementation of policies and procedures designed to future-proof the Client Support function.
- In conjunction with and under the guidance of the Information Security Manager, conduct security risk and vulnerability assessments and provide advice and guidance on improvement opportunities designed to strengthen and enhance the ContactEngine ISO 27001:2013 certification.

Duties and Key Responsibilities:

- Ensure that Client Support documentation is up-to-date and available for those providing support.
- Ensure that appropriate action is taken to anticipate, investigate and resolve problems in systems and services.
- Manage and address supplier shortage and performance challenges.
- Coordinate training and knowledge updates for new users.
- Troubleshoot areas of poor performance as well as formulate and implement improvement plans to resolve challenges in the under-performing areas.
- Report on SLA targets, volumes and types of request, broken down by client, month, support segment (i.e. Business hours, out of hours, etc...).
- Maintain an in-depth knowledge of specific technologies and all ContactEngine channels.
- Act as the key liaison with clients, the Account Management function and the business.
- Analyse business processes identifying improvement opportunities, recommend new approaches and establish requirements for business processes changes as required.

Required Core Skills and attributes:

- Ability to identify efficiency improvement opportunities and implement relevant process improvements.
- Proficiency in data analysis and/or research in the relevant specialties and business areas.
- Experience in the presentation of Management Information to internal stakeholders.
- Excellent communication, numeracy and report writing skills
- Ability to attend to detail and respond swiftly to work demand.
- Experience in delivering client-focused solutions.
- Fluent in MS Office package including Excel, Word and PowerPoint.
- Clear and concise written and spoken communication skills.

Personal attributes and other requirements:

- Strong self-starter and able to work independently.
- Strong work ethics.
- Honest, diligent and trustworthy.

What we bring to the table:

- Award-winning company with world class and industry changing SaaS products and services.
- A flexible working environment and the ability to work from home.
- Ability to learn and grow with the business, personal development, internal promotion and growth opportunities.
- Very strong culture and a tight-knit team of colleagues.
- 25 days paid holiday
- Private Health Insurance
- Pension Scheme

Timings / Remuneration

- Full time
- Remuneration TBC

We are committed to creating a diverse and inclusive company that better reflects the community we live in. We therefore welcome applications from candidates of all backgrounds.