

Customer Service Manager

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Company: Screenshot

Location: Israel

Category: other-general

As a Customer Service Manager at Screenshot, you are the leader and role model for a team of Customer Service Specialists in our call center. The ideal candidate will have a proven track record in call center management, with a focus on inspiring your team to achieve their production and quality goals in addition to guiding the individuals on your team to succeed in their professional goals. You have a passion for coaching and mentorship through open, honest, and productive dialogue with your team. You are someone who proactively seeks solutions to anticipated issues identified using trends in data. You are a collaborator and driver in a fast-changing and ever-evolving customer service environment where your opinions and expertise truly matter. You know the value of your experience, and you can't wait to make an impact in your next role.

You are someone who takes pride in their work and is looking to make a difference with a company whose values and goals you can get behind.

Sound like you? Keep reading for more detail.

Your Day-to-Day:

Coach and evaluate employee performance to adhere to operational best practices

Implement strategies to improve individual performance

Demonstrated ability to consistently work independently with limited direction on best practices and guidelines

Ability to resolve escalated or complex files with little to no support

Coach and provide feedback to others on how claims decisions and interactions affect the organization

Drive and measure performance of a team of customer success specialists to meet daily and monthly goals in production and quality

Improves results by evaluating processes and recommending changes as needed

Skilled in performance management, tailoring feedback, and delivering tough messages

Responsible for ongoing development of a team of Customer Success Specialists during regularly scheduled one-on-one meetings, punctuated by quarterly and annual check-ins.

Manage change in a way that reduces the concern experienced by others

Proficient in pulling and interpreting data from different sources to find areas of opportunity where coaching can be provided to improve efficiency and effectiveness

Conduct interviews and identify top talent for the Customer Success Organization

Performs related job duties as assigned and required

Your Qualifications:

Proven experience in call center management with a focus on either inbound and/or outbound operations

Flexibility to work in a fast-paced, dynamic environment

Strong leadership skills to effectively oversee, motivate, and inspire a team

Excellent communication abilities to interact with both team members and clients

In-depth knowledge of call center metrics and performance indicators

Ability to strategize and implement effective workflow processes for enhanced productivity

Adept at problem-solving and decision-making with the ability to actualize goals

Competitive edge that motivates you to succeed

Agile with change management

Strategic mindset with ability to plan for the future

College degree in relevant field or equivalent experience

Benefits & Perks:

Work from home

Company training provided to expand your skillset

Growth and advancement opportunities with promotion opportunities

Unlimited Paid Time Off Policy

4% match on our 401K

Medical, dental, and vision coverage

Don't meet every single requirement? Studies have shown that women and people of color are less likely to apply to jobs unless they meet every single qualification. At Screenshot we are dedicated to building a diverse, inclusive and authentic workplace, so if you're excited about this role but your past experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyways. You may be just the right candidate for this or other roles.

#LI-Remote

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Cross References and Citations:

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