

Support Manager - Remote group

[Apply Now](#)

Company: Wolt

Location: Tel Aviv-Yafo

Category: other-general

Are you an ambitious and enthusiastic customer service professional seeking a challenging and rewarding role? Does working for one of Europe's fastest growing companies excite you? If so, then we would love to chat!

Role Background

Due to our increased growth, we're looking for a Remote Support Group Manager to join our fast growing Customer Support Department across Israel. Wolt's Headquarters is located in Tel-Aviv, however, the position can be fulfilled remotely with frequent visits to interact and mentor team members across the country.

As the remote workforce leader of Support, you will be reporting directly to the Head of Support and you'll be managing complex operations and processes in a hyper growing department and organization. You'll be directly managing remote Group Leaders as well as Associates and you will be responsible for the performance of dozens of remote employees. You will be tasked with establishing a work-plan for hiring, training, mentoring and improving the performance of remote support associates as well as scaling the team from dozens to hundreds of employees.

As the Remote Support Group Manager, you will be part of the Support leadership team and directly responsible for hitting Support's workforce main KPIs: Quality - Retention post interaction + CSAT, Productivity - Tickets per hour as well as meeting our operating budget goals.

In our Support team life moves fast and there is no typical day, so in order to be successful in this role you will need to be self-motivated, confident, and very creative, be a proactive

independent thinker and possess unique leadership skills.

Our humble expectations

At least 3 years of experience managing customer support with >support associates, team leaders and shift managers

> 2 years of experience managing support remote / distributed workforce

Proves ability to successfully mentor and promote support Team Leaders and Associates

Native English and Hebrew speaker

Effective Change Manager - Proven ability to improve main KPIs through systematic planning and execution

Proven experiencing hiring and training Remote working Support personnel

Experience managing Chat Support - Advantage

Experience working for a start-up - Advantage

Great communicator and a big team motivator

You're an expert when it comes to handling crowds and you are confident in expressing your social skills

[Apply Now](#)

Cross References and Citations:

1. Support Manager - Remote group CopenhagenjobsJobs Tel Aviv-Yafo

Copenhagenjobs ↗

2. Support Manager - Remote group Scholarjobs Jobs Tel Aviv-Yafo Scholarjobs ↗

3. Support Manager - Remote group HyderabadjobsJobs Tel Aviv-Yafo Hyderabadjobs

↗

4. Support Manager - Remote group Devopsjobs Jobs Tel Aviv-Yafo Devopsjobs ↗

5. Support Manager - Remote group Baghdadjobs Jobs Tel Aviv-Yafo Baghdadjobs ↗

6. Support Manager - Remote group [Searcherjobs Jobs Tel Aviv-Yafo Searcherjobs](#) ↗
7. Support Manager - Remote group [Photographerjobs Jobs Tel Aviv-Yafo Photographerjobs](#) ↗
8. Support Manager - Remote group [Thailandjobs Jobs Tel Aviv-Yafo Thailandjobs](#) ↗
9. Support Manager - Remote group [Teacherjobs Jobs Tel Aviv-Yafo Teacherjobs](#) ↗
10. Support Manager - Remote group [Workfromhomejobs Jobs Tel Aviv-Yafo Workfromhomejobs](#) ↗
11. Support Manager - Remote group [Doctorjobsnearme Jobs Tel Aviv-Yafo Doctorjobsnearme](#) ↗
12. Support Manager - Remote group [Costaricajobs Jobs Tel Aviv-Yafo Costaricajobs](#) ↗
13. Support Manager - Remote group [Communityjobs Jobs Tel Aviv-Yafo Communityjobs](#) ↗
14. Support Manager - Remote group [UkjobopportunitiesJobs Tel Aviv-Yafo Ukjobopportunities](#) ↗
15. Support Manager - Remote group [AustinjobsJobs Tel Aviv-Yafo Austinjobs](#) ↗
16. Support Manager - Remote group [SocialworkjobsJobs Tel Aviv-Yafo Socialworkjobs](#) ↗
17. Support Manager - Remote group [Venezuelajobs Jobs Tel Aviv-Yafo Venezuelajobs](#) ↗
18. Support Manager - Remote group [SupplychainjobsJobs Tel Aviv-Yafo Supplychainjobs](#) ↗
19. Support manager - remote group [Jobs Tel aviv-yafo](#) ↗
20. AMP Version of Support manager - remote group ↗
21. Support manager - remote group [Tel aviv-yafo Jobs](#) ↗
22. Support manager - remote group [JobsTel aviv-yafo](#) ↗
23. Support manager - remote group [Job Search](#) ↗
24. Support manager - remote group [Search](#) ↗
25. Support manager - remote group [Find Jobs](#) ↗

d5b1ad36e8/

Generated on: 2024-05-02 by [Expertini.Com](https://www.expertini.com)