



TECHNICAL SUPPORT MANAGER

SUMMARY

TruCentive's category-defining Rewards and Incentives Delivery Platform helps businesses deliver incentives, rewards, and payments to their prospects, customers, partners, and employees. The platform gives businesses of all sizes access to the tools they need to deliver gift cards, vouchers, MasterCard/Visa, and deposits to debit cards via email and SMS in ways that enhance their brand and reduce program costs.

We are scaling rapidly to keep up with market demand. We are growing all of our teams and looking for people who share our values, deliver innovation frequently, and join us in our mission to grow our customer base.

We're looking for a talented people manager who has experience working with client-facing teams as well as Product and Engineering teams to ensure customer escalations are handled optimally. This role works across leadership and stakeholders to ensure customer issues are resolved in a timely and customer-first way.

REPORTS TO:

VP OF MARKETING

WHAT YOUR DAY COULD CONSIST OF:

Identify, accurately document, track, and escalate known and trending Issues, using tools such as Slack and Zendesk.

Develop appropriate metrics and KPIs to ensure optimal levels of productivity and customer satisfaction.

Maintain and continue to elevate technical acumen, product knowledge, and tooling training.

Collaborate closely and effectively with other teams such as Support Engineering, Product Management and Customer Success on internal processes, escalations, and retros.

Iterate on existing processes to bridge any gaps between Engineering/Product and customer-facing teams.

Continue to develop industry knowledge and product developments.

Ensure a customer-first attitude and priority across the team.

WHAT IS NEEDED

Do you have a passion for customer service and solving complex technological challenges with a proactive approach to constant improvement? Then our join our growing team to enable us to continue delivering our excellent Customer Experience.

Your Impact & Responsibilities

As a **Technical Support Manager**, you will be a core team member responsible for:

- Track and triage customer support tickets
- Interact with customers for analysis and resolution
- Troubleshoot problems and identify solutions
- Collaborate with our software engineers to help resolve problems
- Maintain customer satisfaction while advocating quality in every aspect
- Help drive the future of the product by collaborating with our engineering and product teams
- Play a crucial role in incident management response

YOUR KNOWLEDGE & SKILLS

- Excellent computer skills
- Experience onboarding customers
- Experience with graphics tools and have basic graphic design acumen
- Experience in supporting SaaS-based products
- Experience in working with Zendesk
- Strong technical problem solving and analytical skills with the willingness to own the investigation through to the end
- Proficient at managing your own time and priorities and has a "let's get it done" attitude
- Passionate about technology with a strong desire to work in a dynamic, ever-evolving, fast-paced technical environment
- Adept at working remotely

IT WOULD BE GREAT IF YOU ALSO HAVE

Experience of working with Zapier integrations

- Experience of working with API's and integrations with CRM, Marketing Automation, and other sales and marketing tools
- Team player spirit!
- Believe in learning new things every day.

Must be eligible to work in the US without sponsorship from an employer now or in the future.