

# Support Operations Manager

## About the job

- In this section, include information about your business and how it operates. Consider including: company size, mission, history, and products.
- Give a high-level overview of the role and why it matters in your business.

### SAMPLE TEXT

COMPANY NAME is a remote-first company, with 180 employees working from 80+ cities all over the world. Our mission is TO DO WHAT WE DO. Founded in YEAR, we serve Z customers globally.

As a support operations manager, you'll be responsible for being on the cutting edge of support technology and ensuring that all support team members have the tools they need to provide the best customer experience. You will work closely with the support team to understand where processes and tooling could be improved and make suggestions to boost key metrics and business efficacy.

## Key responsibilities

- Provide a summary of what the person should expect to do when coming into the role.
- Describe the anticipated scope of work.
- Mention specific tasks that differentiate this role from other roles in support.

### SAMPLE TEXT

As part of this role, you should expect these responsibilities to be a part of your day-to-day:

- Discovering, procuring, or building tools to improve the quality and speed of support.
- Onboarding and training new members of the support team.
- Analyzing current support workflows and crafting suggestions to enhance their efficacy.
- Working closely with your product team to be the point person and voice of the customer on any product changes.
- Championing the design and rollout of new support channels and service offerings.
- Developing and maintaining documentation around standard operating procedures for frequent outages and support situations.
- Identifying and acting to remove obstacles to delivering consistently high levels of service.

#### SAMPLE TEXT

- Taking part in forecasting and budgeting for customer experience and tracking the actual performance against budget.
- Partnering with CX management to help customer-facing teams deliver on their goals and objectives.

## Skills and qualifications

- Alternate titles include “You’d be a great fit if..” and “Our ideal candidate...”
- This list should help people judge their own skills against the role’s requirements
- Only list skills that are crucial. If something is “nice to have” include it in a separate section
- Take the opportunity to sell the role to potential applicants

#### SAMPLE TEXT

You have...

- Experience working on the front line with customers.
- Experience with different intricacies of customer-facing teams and their escalation processes.
- Your thumb on the pulse of new and current customer service tools and methods.
- A history of improving business processes at an established company.
- Experience in customer-facing team leadership, especially cross-functionally.
- The ability to communicate effectively with everyone across an organization, from customer support reps to board members.
- Potential coding knowledge in languages like Javascript, Ruby, HTML, and CSS.

## Additional sections to consider

- Benefits that are included with the position.
- Salary details.
- Information about the company and the team itself, such as the company culture or mission statement.
- Glassdoor ratings.
- Diversity and Inclusion statement.
- Perks of working for the company.
- Information about the company's fiscal stability—for instance, did you just get a round of funding?
- What the interview process will look like.
- Where candidates can find you on social media or contact you with other questions.
- Partners with whom your customer support team works closely.
- Testimonials from employees or customers.

### SAMPLE TEXT

#### **Benefits**

- Salary range \$X to \$Y dependent on skills and experience
- Flexible vacation, a minimum of 20 days per year
- 12 weeks of paid parental leave, including adoption and foster care
- 401k with 1% match
- \$1,000 annual personal development stipend.

#### **Why COMPANY NAME?**

- We're remote first.
- We're a certified B Corporation.