



Job Description

Name:

Job Title: Customer Service Manager

Department: Customer Service

Location: Ghent, Belgium

About Fully

Our work is about being better at being human. We know that the divide between “work” and “life” is an illusion, and that healthy living depends on a healthy workspace. We believe this should be available to every person, from the basement studio to the downtown office. We understand the connection between a healthy body, healthy mind, healthy business and a healthy world.

As a certified B Corp, we believe that business should be a force for good in the world. There is a shared road ahead, building communities that enrich each other and our environment. For us, being a B Corp is about our commitment to walking that road.

We hire people we believe in and who are equally passionate about engaging in a progressive and active workplace. We are constantly moving, learning, and evolving both personally and professionally. Ultimately, we believe life is too short not to love where you work. We expect all team members to simply, “come as you are” and we truly mean it.

Overview

The Customer Service Manager is responsible for leading and motivating the customer service team to provide an exceptional and personalized experience for our customers. This position works cross-departmentally to develop and grow a customer service team that emphasizes a culture of connection, collaboration, continuous growth and improvement. The Customer Service Manager represents the interests of the customer service department cross-departmentally to support Fully’s goal of providing the best customer experience on the planet and maintaining our position as an innovator at the intersection of home and office. This role is responsible for the regular development, analysis, and interpretation of key performance indicators (KPIs) as they relate to the performance of the customer service team, including median response times, customer satisfaction ratings, and case closure rates, among other metrics.

Experience and Education

1. Minimum 4 years proven experience in a customer service position.
2. Minimum 1 year experience in personnel management.
3. 2 years of hands-on experience with Fully products preferred.

Skills and Competencies

1. Ability to comfortably operate in a fast-paced environment with shifting priorities.
2. Exceptional verbal and written communication skills.

3. Excellent time management and organizational skills.
4. Decision-making, problem resolution, and creative thinking skills.
5. Ability to analyze and interpret KPI trends, and make recommendations for improvement.
6. Strong leadership skills, with the ability to organize and support a team of individuals.
7. Strong emotional intelligence skills, including conflict resolution and active listening.
8. Familiarity with NetSuite and Google Suite.

Duties

1. Develop and maintain a capable, empathetic and energized customer service team.
 - a. Identify strengths and capabilities of team members and employing abilities to best suit the needs of the business and identify areas for continued training.
 - b. Provide a grounded, positive attitude that fosters trust and focus throughout high work volumes and constant change.
 - c. Empower team members to take responsibility for their jobs and goals.
 - d. Delegate responsibilities, and expect accountability and regular updates.
 - e. Maintain an awareness of team member's workloads and re-balance duties as necessary.
 - f. Provide additional education, instruction, and constructive feedback as needed.
2. Motivate and inspire team's consistent, stellar interactions with customers using coaching, resources and collaboration. Foster a spirit of teamwork and unity that celebrates diversity, collaboration and working effectively together to succeed.
3. Hold monthly check-ins and bi-annual reviews for direct reports.
 - a. Provide constructive and compassionate feedback, regularly communicating expectations for performance and providing resources as needed for improvement.
 - a. Identify and provide professional development opportunities in collaboration with direct reports.
4. Schedule across all communication platforms to ensure adequate coverage, with special consideration of Fully's promotional calendar.
 - a. Ensure the proper prioritization of cases.
 - b. Review the progress and completion of cases.
 - c. Ensure response times stay under 24 hours.
5. Establish and report KPIs on chat, phones, and cases, and deliver recommendations to improve and elevate service levels by channel.
6. Review opportunities for new response procedures, and update existing processes as needed.
7. Identify and manage the training needs of the Customer Service team, including changes to existing training processes to improve workflows and efficiencies.
8. Facilitate team meetings, and invite regular communication with other departments with the goal of improving overall customer experience.
9. Assess needs for department's growth, including new positions, workforce planning, and hiring of new team members. Coordinate directly with the People Ops in bringing on new team members as needed, including requesting job postings, reviewing and interviewing applicants for open positions, and coordinating onboarding of new employees.

Relationships

This position reports directly to the Director of Customer Connection and interacts with all departments, staff, as well as external clients and vendors. Direct reports within Customer Service.

Physical Demands (Physical, Mental, and Environmental)

The following capabilities are required in order to perform the essential functions of this position. Reasonable accommodations that do not create an undue burden on the company are available to address the following requirements.

1. Ability to perform repetitive movements
2. Ability to lift 10 lbs

3. Ability to work well with others in a collaborative environment
4. Sitting, standing, walking, talking, seeing and hearing is required. Reasonable accommodation can be provided to persons with disabilities to permit them to perform required tasks
5. Effectiveness in working in an open office environment with low to moderate noise levels
6. Ability to use laptop computer for prolonged periods
7. Travel for short periods of time periodically

Disclosure

This document is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills, and responsibilities required of personnel so classified. I have read and understand the essential and non-essential functions, including the necessary capabilities, of the position and can perform these with or without reasonable accommodation. I understand that I can request a reasonable accommodation, should one be necessary for me to carry out the essential functions of this position. I also acknowledge that the functions and capabilities for this position may change in the future with or without notice.

Understood and Agreed:

Employee

Signature: _____

Print Name: _____

Date: _____

Manager

Signature: _____

Print Name: _____

Date: _____