



Customer Support Team Manager

Position Overview

Headquartered in the Black Hills, B9Creations is a global provider of professional 3D printing solutions. Our company is built on the belief that there are jobs—and then there are careers. The chance to do something meaningful. To challenge yourself. To change an industry. All while surrounded by smart, motivated people on the forefront of the next industrial revolution. Join us and become a leader in 3D printing solutions.

We are looking for a full-time Customer Support Team Manager who is independent, disciplined, caring, and excels at problem solving, communicating, and building and leading a team of Support Specialist.

You will help lead and grow a team that is the “front line” on communications with our customers when they face concerns. A successful Customer Support Team Manager is organized, can think of solutions in a quick and systematic manner and understands the product they are supporting. You must be comfortable with diffusing challenging situations with good communication and have great knowledge of ticketing and RMA procedures. You must always be looking for sales opportunities and ways to improve systems, products and processes. Quick and accurate data collection and presentation is a must, as is the ability to spot trends and work with area experts to solve problems.

The goal is to ensure that the customer can get up and running as effectively and efficiently as possible.

Responsibilities Include:

- Listen to the customer to properly solve technical issues.
- Systematically solve issues in a nimble manner, documenting steps taken in solving problems
- Advocate for the customer to direct concerns to proper departments through escalation pathways.
- Constantly be aware of opportunities to direct lead opportunities to Sales.
- Train and monitor the other members of the customer service team to look for up-sale opportunities.
- Help establish training systems for external organizations.
- Gather data and create reports on customer interactions to help spot trends.
- Document customer interactions in ticketing system. Interactions may be via e-mail, the ticketing system or phone conversations.
- Create Technical Documents (Instructions for Use, User's Manuals, Quick Start Guides) as needed.
- Direct, Receive and Document RMA's. Communicate with Accounting and Manufacturing to provide proper information to allow accurate billing of the customer for work done. Communicate with Engineering to solve problems and improve products.
- Maintain internal Cross Functional communication pathways.
- Quickly understand current and new products including both hardware and software to properly support Customer interactions with these products.
- Train individuals and groups to properly use hardware/software/ to solve application needs.



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B9Creations

Digital Manufacturing Technology

- Work with large OEM's to create external support networks, provide them with Tier I support, and proactively watch for improvement opportunities
- Work with both Domestic and International customers.
- Support Customers, Sales and Marketing by facilitating the printing of samples. Printing will include file receipt and control, file conversion, part supporting, printing and post-processing
- Assist Sales and Marketing. Sales duties may include up sale, cross sale, or new sale interactions. Marketing duties may include data collection, analysis, and reporting.
- Develop custom fields in Ticketing system for data collection and reporting purposes.
- Report specific monthly Key Performance Indicators.
- Assess service statistics and prepare detailed reports on findings.
- Lead a team of Support Specialists to ensure quality interactions with all customers, internal and external.
- Work with the Director of Quality to create and implement processes, always looking for opportunities for continual improvement.
- Proactively escalate or share issues arising in all products (hardware, software, printing materials)
- Hire and train new customer services team members.
- Other duties as assigned.

Requirements

- A heart for listening and solving problems
- Ability to navigate difficult communication situations to achieve win-win outcomes
- Computer savvy with excellent knowledge of MS Office, data entry and ticketing systems
- Good understanding of entering data, tracking and reporting
- Experience in training clients
- Excellent organizational skills
- Excellent written and verbal communication skills
- Attention to detail
- Problem-solving abilities
- Ability to lead and manage a team
- Proven ability to create, implement and manage processes and procedures
- Understanding of LEAN methodologies a plus
- Bachelor's Degree in Business Administration or relevant field a plus
- High school diploma with 5+ years customer service leadership experience in lieu of Bachelor's Degree considered
- Minimum 18 years of age



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