



Ваш надійний помічник

## Head of Customer Support, 75000 грн.

📍 Київ, 🕒 12 лютого 2024

Компанія: [United Plumbing](https://jobs.ua/company/id/1634549) (<https://jobs.ua/company/id/1634549>) ([Bci вакансії](#))

Рубрики: [Торгівля, продажі, закупівлі](#), [Робота за кордоном](#)

### Побажання до співробітника

Освіта: повна вища  
Досвід роботи: від двох років  
Графік роботи: віддалена робота

### Опис вакансії

United Plumbing is a local Californian plumbing company specializing in water heater installation and repair.

**Apply ONLY if you have English C1 level and proficient Russian.**

**Schedule: 8–9am — 5–6pm PST time zone (6–7pm — 3–4am Kyiv time).**

### Responsibilities:

- direct, manage and monitor the overall performance of the customer services team
- effective liaison, support and assistance between customer services department and rest of organisation
- maintain and improve mechanisms for surveying and measuring customer satisfaction and disseminate feedback to the appropriate internal entities
- utilise CRM system to manage the functions of receiving, assessing, analysing, resolving and documenting customers' issues and complaints in accordance with agreed requirements
- development of plans for customer services activities to include customer management to achieve satisfaction targets
- reporting (content and format as agreed) on a monthly basis or as otherwise required
- developing plans for team activities to include strategy to achieve agreed targets
- train CS Team

### Requirements and skills:

- proven working experience in this type of job role
- senior level experience of customer services governance
- leadership with ability to motivate and manage a team

Salary: \$2000.

Please send your Resume by email: [Svitlana.Y.Fedotova@gmail.com](mailto:Svitlana.Y.Fedotova@gmail.com)

### Контактна інформація

Контактна особа: Світлана Федотова