

## Customer Support Team Lead (Toronto)

Cubigo is a fully customizable integrated community platform that connects staff, residents and family members within senior living. We digitize the daily services in these communities including activities, communication, dining, maintenance and transportation. We increase staff efficiency, improve workflows, foster resident empowerment and enable family involvement. The Cubigo technology provides reporting & analytics, roles & rights management, wellness tracking and smart integrations with your software partners.

Cubigo is looking for a high energy, passionate, and motivated Customer Success Team Lead to join our team in Toronto. At Cubigo we pride ourselves on exceptional client experience, with a strong focus on creating Cubigo brand enthusiasts. You will be responsible for delivering excellent customer service to clients (corporate organizations and their end-users) and provide direction to the staff on process and intent of the client program.

We are in a fast-paced growth environment. If you're passionate rolling up your sleeves, work in multiple exciting transformational projects and thrive in ambiguity, you will create success for yourself, the client and the company while being in the forefront of an industry in change.

As the Customer Support Team Lead, you understand the importance of being customer-focused and responsive to both our customers and our support specialists. This individual will work closely with the Sr Manager of Support and the Escalation Manager to ensure our customer experience is seamless. The Team Lead will ensure customer tickets are addressed in a timely manner, that we have the appropriate queue coverage, including after hours.

### 1. Job Responsibilities

- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations
- Act as a backup to the manager driving meetings, and other manager responsibilities
- Manage the Knowledge Base - ensure useful information is reviewed for accuracy and readability before entering
- Provide application and escalation support for customer issues that need additional attention
- Mentor support analysts with customer issues, process direction, and documentation including case management and application training
- Assist manager in looking for ways to reduce call volume through analytics, identify issues that drive volume and take steps to resolve long term
- Must have the ability to multi-task and manage prioritization and execution of special projects
- Coordinate the training plans for new Customer Support Specialists
- Lead effort to ensure Customer Support Specialists are accountable for logging calls in a timely and descriptive manner adhering to SLA's and focused metrics through regular ticket reviews
- Address incoming calls, emails from customers in order to resolve issues immediately or to track issues to ensure follow up later if more information is needed
- Manage support schedule to ensure appropriate queue and on-call coverage is adhered to
- Assist with testing and duplicating unknown software and hardware problems reported from the customer-base, and troubleshoot the issue(s) at hand Most importantly

#### LEAD BY EXAMPLE -

- Act as an example to all the members of the support team by being the person who most closely follows the principles and values we have committed to.

## 2. Qualifications

- 3 years of experience in a technical support role
- Proven experience leading multiple customer escalations over the course of a day
- Ability to work independently of supervision
- Effective telephone skills to ascertain customer concerns, consider alternatives and provide customers guidance to solve their questions or issues
- Ability to develop a strong knowledge of Ideal product and service offerings and the ability to troubleshoot to resolve customer inquiries
- College degree in business-related field preferred

## 3. Position Type/Expected Hours of work

- This is a full-time position. Days and hours of work are Monday through Friday, varying hours between 7:00 am – 6:00 pm. Occasional evening and weekend work may be required as job duties demand.
- Minimal travel is required as onsite customer visits demand. There are occasional trade shows and yearly customer user conferences that will be required.

#### Other Duties

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

## 4. Advantages:

- Working in a dynamic fast-growing international scale-up
- Monthly personal budget for training (professional development programs)
- Room for personal input and professional growth
- On-site free coffee and tea
- Monthly team outings

Cubigo operates in team-based environment, supporting each other as we grow rapidly in 2020 and beyond. We expect professional self-starters with positive energy to be the advocate for our clients as they enter into a new Cubigo-enabled world that is transforming the industry.

#### *EEOC Statement*

*Cubigo provides equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, pregnancy, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, Cubigo will provide reasonable accommodations for qualified individuals with disabilities.*