



Creating the Future with Digital Transformation

AARK's tech expertise intelligence serves our clients' scalable IT services and solutions. We are team of expert system analysts who dig out the requirements, business needs, priorities and challenges to deliver the best processes and results. With a prime focus on user experience, our proficiencies extend beyond mobile applications, web applications, service integrations & strategy.

Client Support Manager

We are seeking a Client Support Manager to be responsible for the customer service process & a team of Customer Service Representatives. The CSM is a key aspect of ultimate customer satisfaction.

Job Description

- Oversee the customer service process
- Plan training and create standardization of service delivery for the Customer Service Reps
- Monitor the work of individual representatives of the team
- Conduct quality assurance surveys with customers and provide feedback to team members
- Maintaining a pleasant working environment for your team.

Responsibility

- Client Training, Implementation and Technical support
- TAT (Turn Around Time) Management for each call
- Sales territory is Canada & US
- Maintain analysis of client support requirements and periodically present to Sr. Management
- In-Time delivery and support of system management

Profile Requirement

- University or Bachelor's degree in Administration or related field
- 1-3 years of experience in a customer support / team lead position
- Ability to develop excellent product knowledge to enhance customer support operations
- Excellent interpersonal and written communication skills
- Ability to lead a team
- Demonstrable understanding of current & emerging IT, ITES & Government Sector, preferable
- Basic computer skills like MS Office
- Temperament to work in a highly matrixed, virtual & growing organizational environment

Anticipated Start Date

- Within One Month from Final Selection Round

Salary Range

- \$60,000 - \$ 72,000 dependent on experience, accomplishments & qualifications.

Job Location

- Summerside, PEI

To Apply

- Please submit cover letter and resume to PEIjobs@aarkinc.ca