

Hemisphere GNSS

Job Title: Sr. Manager, Global Customer Care
Location: Hiawatha, KS or Scottsdale, AZ
Department: Global Customer Care
Reports To: Director, Marketing

Full-Time Part-Time / Exempt Non- Exempt

Summary

Directs and coordinates all departmental activities to provide support to our end users/dealers for all tier 1, 2 & 3 technical support, product support, and training to the customer, internal global customer care team and sales support for all Hemisphere products and product lines. Ensures professional and courteous technical support while promoting positive, productive support to both internal and external customers. Will need to work with the Service Manager to be aware of repair matrix, SRO activities and trends. Develops and maintains product training material, updates product information for sales and customer service as necessary. Reports and communicates test results, customer satisfaction ratings and product issues.

Essential Duties and Responsibilities

1. Ensure proper documentation of department processes and training of global customer care center support via verbal or written format, email, classroom which includes any field training.
2. Staff and train a team of sales and technical support professionals to assist customers and dealers in properly troubleshooting product issues.
3. Design & roll-out a program for setting up dealer service centers and to include the inventory management of repair parts. This will need to be done more on a Worldwide basis, not just North America
4. Responsible for tracking all issues that come into the department and advocating for the solutions from start to finish, which includes knowing what team members (both inside & outside of the department) can assist in getting it done
5. Manage personnel activities of Global Customer Care Team including hiring, training, rewards, team motivation, disciplinary actions, terminations, performance reviews, pay discussions, etc.
6. Coordinate with Product Management in order to communicate product updates to distribution channel and customers of new types, specifications and end uses of products.
7. Advise Sr. Management on product development issues arising from product problems identified through technical support calls with customers.
8. Prepare troubleshooting and support materials on new and existing products for dealers and end users for all HGNS products and product lines which includes Outback Guidance.
9. Contribute to and maintain product knowledge library in order to allow for ready access to product information, troubleshooting and problem traceability in Zendesk.
10. Plan and schedule levels of support and Technical Service training according to product release schedules and call volume seasonality.
11. Ensure GCC employees are available for appropriate phone, email and Zendesk coverage.
12. Develop/Monitor and track support issues/trends and then report to your Sr. Manager.
13. Report on customer satisfaction for department
14. Ensure documentation of customer contact; analyze results and suggestions for continued improvements to internal systems and products.
15. Attend meetings and field events to obtain information useful in technical training and sales support.
16. Monitor service calls to observe employee demeanor, technical accuracy and conformity to company policy. Recommend corrective solutions/services to reduce customer complaints and enhance overall customer experience and insure employee success.

17. Review weekly field services, incident and call volume reports. Analyze and address potential risks and successes. This will also be done quarterly with possible participation in quarterly product review meeting.
18. Serve as escalation point for issues beyond global customer care team authority, assist in resolving conflicts involving scheduling, resources and/or technical issues.
19. Attend and participate in trade shows and dealer meetings as needed by the Sales department (Travel less than 10%).
20. Understand the use, operation and intended applications of the products tasked with supporting.
21. Other related duties as assigned.

Supervisory Responsibilities

This position has direct reports.

Accountability

Regulated

Practices and procedures set by precedents or well-defined policies and/or supervisory review apply wholly or in part. This position determines its own priorities and may deviate from established procedures and practices as long as results meet standards of acceptability (e.g., volume, quality, timeliness). Monitoring of work results is usually indirect, with after-the-fact review.

Competencies

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/or Experience

- Associate degree or certificate in a technical field of study; Bachelor's degree preferred
- Minimum of 4 years' experience in a product support, repair or troubleshooting capacity
- Minimum of 5 years' experience in commercial-grade GPS/GNSS design, support, test, or field-use capacity
- Minimum of 5 years' management and support of an electronics service & repair center with experience in global logistics and repair parts inventory management
- Minimum of 5 years' experience in the management of a national or global multi-site support organization
- Minimum of 5 years' experience managing repair and service center cost and budget as a profit center
- Basic electrical and electronics knowledge
- GPS/GNSS product knowledge desired but not required

Practical/Technical Skills

- This position requires a basic understanding and application of a body of theoretical knowledge, usually acquired through degree-granting institutions or a significant amount of practical knowledge gained through experience
- The work typically involves a specialized field of knowledge such as engineering, electronics, systems, etc.

Computer Skills

- Excellent computer proficiency (MS Office – Word, Excel and Outlook)
- Experience with ERP systems (Syteline / Sage)
- Familiarity with computer hardware
- Familiarity with computer programming languages and software design
- Internet search processes and research abilities
- Familiarity with process tools such as Arena, Confluence, Jira, Zendesk