

Job Title	Data and Quality Assurance Manager
Workstream	Customer Support
Hiring Manager	Customer Support Team Advisor
Employment Status	Fulltime contractor via Liberty Virtual Assistants
Date Modified	3/18/22

Customer Support Workstream Mission:

Delight and educate customers as they navigate and experience The ShapeShift DAO.

Goals of the position:

- Be a thought leader as the team transitions to the ShapeShift DAO.
- Embody the values of the ShapeShift DAO and the Customer Support Workstream daily, setting an example for all participants.
- Continue your education on our line of products and services as well as knowledge around DAOs.
- Manage Support Staff Managers (2) through weekly check-ins and performance reports.
- Compile Team and Agent performance through customized QA process.
 - QA Process includes the review of at least 20% of solved tickets for the week or 15 tickets per agent whatever is higher.
- Share weekly reports on Support Workstream efficiency and general data from support interactions to the ShapeShift DAO community.
- Work directly with the Support Team Workstream Leader at the expiration of each DAO proposal to make necessary changes to the functioning of data reports.
- Host and plan monthly Customer Support Workstream All Team and Community Call.
- Manage general Zendesk maintenance to ensure automations, macros, auto-replies, etc. are working as intended.
- Coordinate with other workstreams to keep Support staff informed about new product launches, rollouts, updates, known technical issues, promotions, etc.

Success Metrics of Contributor:

- Weekly “mini” data reports completed and shared to ShapeShift DAO community.
- Monthly comprehensive Quality Assurance reports outlining agent performance and ticket data for community.
- Support Staff Managers consistently hit SLAs each month.
- Host monthly All Team and Community Call.
- Complete 1 monthly reading/or attend a call/AMA in the realm of DAO education.

Salary specs:

5,500 USD/month

1,000 USD/month for health and wellness benefits

Unlimited Vacation (based on request/approval)