

Team Lead, Customer Service | Bongo Product

About Bongo

As a leading company in the video technology industry, we specialize in providing solutions for both publishers and creators. Our offerings include an over-the-top (OTT) platform called bongobd.com, which provides users with access to a wide range of video content. In addition, we offer an OTT software-as-a-service (SaaS) that enables our clients to create their own OTT platforms, as well as a marketplace for creators to distribute and monetize their content. Bongo is an innovation driven company that is disrupting the industry on how we distribute, monetize and consume content.

Job Summary:

We are seeking a dynamic and experienced individual to lead our customer success department. The ideal candidate will be passionate about delivering exceptional customer service, possess strong leadership skills, and have a deep understanding of the digital entertainment industry.

Job Responsibilities:

- Lead and manage a team of customer service representatives, providing guidance, support, and mentorship to ensure team success.
- Develop and implement strategies to enhance the overall customer service experience, including optimizing workflows, improving response times, and resolving customer issues effectively.
- Stay informed about product updates, service changes, and industry trends to better assist customers.
- Provide courteous and efficient support to customers via phone, email, and chat channels.
- Address customer inquiries regarding account management, billing, content availability, and technical assistance.
- Monitor and analyze key performance metrics to track team performance and identify areas for improvement.
- Act as a point of escalation for complex customer inquiries or complaints, demonstrating a commitment to resolving issues promptly and satisfactorily.
- Collaborate with cross-functional teams, including R&D, product and marketing, to provide insights and feedback from the customer service perspective.
- Conduct regular training sessions for team members to ensure they are equipped with the knowledge and skills needed to deliver exceptional service.
- Stay up-to-date with industry trends and best practices in customer service to continually improve departmental operations.

Competency Requirements

1. Bachelor's degree in Business Administration, Communication, or a related field.
2. Proven experience (5 years) in a customer service role, with at least 3 years in a leadership role / 3 years in managing digital platforms.
3. Excellent communication and interpersonal skills, with the ability to effectively interact with customers and team members at all levels.
4. Strong problem-solving abilities and a proactive approach to addressing customer issues.
5. Experience working in the digital entertainment industry is a plus.
6. Flexibility to work occasional evenings or weekends as needed.

Job Location: Baridhara J-Block, Dhaka, Bangladesh

Job Nature: This position is available on a full-time (contractual) basis for 12 months with a condition that if the performance of the employee is satisfactory, we will make it permanent after 12 months at the company's sole discretion.

Office Hours: 8 Working Hours, Sunday - Thursday.

Our Offers:

- Market Competitive Salary
- Festival Bonuses
- Vacations, and Happy hours with colleagues (office party, birthday party, etc.)
- Flexible work schedules and ownership at work
- Hybrid and transparent work environment
- Collaborative and friendly workspaces (no boss here)
- Employee Mentorship and Internal Learning Programs
- OKR based performance management system
- Quarterly Reward and recognition programs
- Chance to work with our incredible global team

The compensation offered to the successful applicant will depend on a variety of factors such as experience, skills, education, location, and references. Bongo is an Equal Opportunity Employer. All candidates will be considered without regards to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, gender identity, or sexual orientation.