

Join the Kwikpik Revolution as a Customer Support Manager!

Role Description

Are you passionate about delivering exceptional customer experiences and leading a dynamic team? Kwikpik is seeking a dedicated **Customer Support Manager** to join our innovative team! In this full-time hybrid role, you'll oversee our customer support operations, ensuring top-notch service and satisfaction. You'll manage daily support activities, develop and implement effective support strategies, and work closely with cross-functional teams to enhance customer experience. While primarily based in the bustling Benin City, this role offers flexibility for some remote work, blending the best of both worlds.

Key Responsibilities

- **Team Leadership:** Lead, mentor, and develop a high-performing customer support team.
- **Customer Satisfaction:** Ensure our customers receive prompt, effective, and courteous support.
- **Strategy Development:** Design and implement customer support strategies that enhance user experience and retention.
- **Performance Monitoring:** Track and analyze support metrics to identify areas for improvement.
- **Collaboration:** Work closely with product, marketing, and sales teams to ensure a seamless customer journey.
- **Problem Solving:** Address and resolve complex customer issues, ensuring a positive outcome.
- **Feedback Management:** Gather customer feedback and provide actionable insights to relevant teams.

Qualifications

- **Experience:** 3-5 years in customer support, with at least 2 years in a managerial role.
- **Leadership:** Proven ability to lead and inspire a team.
- **Communication:** Excellent verbal and written communication skills.
- **Customer Focus:** Strong commitment to delivering exceptional customer service.
- **Problem-Solving:** Sharp problem-solving skills and ability to handle challenging situations with ease.
- **Tech-Savvy:** Familiarity with customer support software and tools.
- **Industry Knowledge:** Experience in the tech or on-demand delivery industry is a plus.
- **Education:** Bachelor's degree in Business, Communications, or a related field.

Benefits

- **Innovate with Impact:** Join a company at the forefront of leveraging blockchain technology to transform logistics.
- **Make a Difference:** Contribute to a mission that enhances the lives of people in underserved regions.
- **Dynamic Environment:** Thrive in a fast-paced, collaborative workplace with the flexibility of remote work.
- **Growth Opportunities:** Opportunities for professional development and potential stock options.
- **Comprehensive Health Insurance:** We prioritize your well-being with our health insurance plan.
- **Paid Sick Leave:** Take the time you need to recover with our paid sick leave policy.

Ready to Lead and Innovate in Customer Support? Apply Now and Join the Kwikpik Revolution!

To Apply:

Please submit your resume and cover letter to careers@kwikpik.io. The subject should be your name and the position.