

Customer Support Manager- Pixieset

Company Description

At Pixieset, our vision is to become the household name for photographers. We are a small growing team passionate about crafting a beautiful and simple end-to-end solution that meets the needs of modern photographers. One in which the entirety of their working life is empowered and streamlined by Pixieset.

Job Description

Making sure our customers are happy and successful is part of our DNA, and because of this, we are looking for an experienced manager to join our Customer Support team! The Customer Support Manager will oversee the support team while working closely together to support and delight customers over email and other channels. You will learn the Pixieset platform inside out and communicate directly with customers to address product inquiries, resolve bugs and help over 400,000 professional photographers worldwide to be successful with Pixieset!

Your responsibilities:

- Providing steady leadership and guidance to our customer support team
- Thinking critically about customer success quality, metrics, workflow and efficiencies
- Ensuring each Customer Support team member is successful in their role
- Monitoring the main email queue and delegating emails to team members as needed
- Answering 30 to 40 emails per day from the Pixieset community
- Replicating and reporting bugs to the development team
- Staying up to date on new product features and improvements
- Helping shape our Customer Success processes and culture
- Assisting in creating/editing knowledge base articles, video tutorials, and blog posts to help our users
- Understanding the Pixieset platform inside out
- Exploring creative ways to help our customers be more successful
- Serving as an ambassador for our brand

There are some perks working at Pixieset as well! Full-time Customer Support staff enjoy the following:

- Competitive salary in the \$50-70k range
- Extended health and dental benefits
- Flexible vacation & paid time off
- Unlimited coffee and snacks
- Beer Fridays
- Fun team events
- Qualifications
- As our company and customer base grows, the customer support team will play a critical role in shaping Pixieset as a company. If you're still excited by this point, and you are saying 'Yes' to all of the points below, please get in touch with us!

Customer Support Manager- Pixieset

Ideally you:

- Have 4+ years of customer service experience (preferably for a technology product)
- Have at least 2+ years of direct people-management experience
- Are a supportive, empathetic leader who knows how to motivate your team
- Have an obsession with being the best at what you do!
- Are familiar with web technology and willing to master the Pixieset platform
- Have excellent writing skills and thoroughly enjoy writing
- Have great problem solving and detective skills (Sherlock Holmes-like intuition!)
- Have an endless supply of patience and empathy
- Feel excited about working in a growing team that shares a passion for technology and photography
- Are ready to be part of the Pixieset journey!
- (Bonus) Familiar with professional photography workflow and software

Additional information

This is a full time position that is located in Vancouver, BC. Local candidates are preferred. Resumes without a cover letter will not be considered. We would like to thank you in advance for applying! Because we receive an overwhelming number of applications, only those candidates selected for interviews will be contacted.