



J O B T I T L E

Customer Support Manager (Serbia)

J O B D E S C R I P T I O N

Come join us as we transform an industry! Cloudleaf is growing fast and looking for a Customer Support Manager to build and lead our Customer Support organization. This role will be part of the Customer Success leadership team, reporting to Cloudleaf's VP of Customer Success.

The Customer Support Manager role is a key leadership position. A qualified candidate will:

- Formalize processes and best practices that lead to successful customer support outcomes
- Partner effectively internally and externally to achieve our customer goals
- Manage end-to-end customer support process and organization, including directly managing Level 1 support resources
- Manage the technology and tools needed to manage customer support at scale (e.g., Freshdesk)
- Become an expert in our platform and offerings

About You

- You are scrappy, not distracted by noise and you GetS(tuff)Done.
- You are in your element in a fast-paced startup, balancing big picture strategy with building a sustainable/scalable program, while leading direct customer support with the customer
- You are curious, love problem solving, love technology and love data
- You are a leader, a builder and a doer
- You are driven and results-oriented
- You are prescriptive
- You are fiercely accountable
- You are customer-obsessed and value-driven
- You are team-first and an exceptional teacher
- You are comfortable interfacing across all functions of the company
- You are as comfortable talking to executives as you are with IT and Operations
- You are credible, and a subject matter expert

Experience

- 5+ years of experience in enterprise Customer Support
- 2+ years of experience managing Customer Support teams
- Strong understanding of Customer Support processes
- Strong understanding of Customer Support tools/technology (e.g., case management systems)

About Cloudleaf

Cloudleaf was founded on a compelling vision: take a radical new approach to unlock the massive value within supply chains, and transform them into more powerful, data-driven strategic assets.

In a world of increasing business disruption, unpredictability, and customer expectations, continuous visibility and continuous intelligence within the supply chain is critical to a company's growth and a necessary strategic advantage.

We are shaping the present and future of supply chains by creating continuous visibility into the location, condition and context of material goods and assets.

cloudleaf.com/careers/