CUSTOMER SUCCESS LEAD

Company Description

All Iron Rentals, is dedicated to the business of the real estate sector as the main operator of the assets of All Iron Socimi (the first vehicle that invest in urban real estate destined to be used as alternative accommodations). From All Iron Rentals, these assets will be exploited through our new brand Libere with the aim of becoming the largest hotel alternative in Europe. Focusing on smart alternative accommodations to disrupt an industry that has become obsolete through cutting-edge technology and unique design and experience.

Information

Deadline: 2021-12-19
Category: Business
Province: Bizkaia
Country: Basque Country
City: Bilbao

Company

All Iron Rentals

Main functions, requisites & benefits

Main functions

Leading a Team of Customer Success Heroes: To interact with HR to ensure necessary staffing anticipating attrition and ensuring continuity. To get the most out of our team to reach our Customer Success OKRs and sharing the weekly metrics with the team. To develop action plans with tangible deliverables.In case OKRs are not being met. Ti be ready to work at any level in the organization for the deliver on targets. To coordinate with other company functions to address the issues raised by associates. To conduct One-To-One session with all associates, tracking issues & concerns raised, and Identifying the career aspirations & grooming heroes for the next level. Managing our Customer Operations: To create a capacity plan and staffing to forecast plan. To analyze, monitor, and report on all staffing assumptions (call volume, headcount requirements, shrinkage, attrition, and handle time goals, forecast model) and provide recommendations to Centers Managers. To develop a detailed hiring plan for each line of business that will ensure consistent achievement of the intraday interval compliance requirements. To simulate the impact of proposed initiatives and confidently recommend the appropriate staffing actions for the business. To assist schedulers in creating and distributing all New Hire schedules based on understanding and predicting trends of historical call volume and attrition data. To identify opportunities to improve the balance of workload between localized and headquarters resources to develop procedures and business rules to achieve desired results. To assess the daily performance of call centers and manage real-time staffing changes to ensure bonus and business targets and service level objectives are achieved. To create and execute an operational methodology and customer engagement process for selfservice. To improve continuously self-service support strategies and chatbot (semantic match between incomes and outcomes) for driving high volume usage (reaching deflection rate targets) with high customer satisfaction scores. Full Implementation and Support along the process for all the forecasted CX Tools (specially Aircall and Intercom), being the Company internal reference for both tools. QA Control: To monitor a significant sample of interactions (listening to recorded calls, email or chat conversations, etc) to ensure client quality targets are met & exceded. To drive process improvement and other quality tools for process performance measurement and standardization. • Complete knowledge of the Contact center process procedures & best practices. To maintain operational documents like Key Performance Indicators (KPIs) report, Other Performance Report, Delivery Plan (DP), etc. To ensure weekly Call calibrations with internal/ external teams & follow up on improvement áreas. To provide coaching and feedback on associate's performance. To nominate associates for various training programs.

Requisites

At least 2 years of experience in leading a customer support team, no matter the industry. Previous experience using Conversational or Ticketing Tools, Valuable if experience with chatbots. Excellent skills in Excel/Quality Tools / Data Analysis / Analytical Skills / Reporting. Required High Level of English and Spanish.