

StackUnited

Community Support Representative Manager

Department: Compliance

Location: Remote

Job Type: Full time

Salary: Negotiable based upon experience

Plus; Competitive benefits plan including healthcare, vision, dental and 401K plan with corporate matching in the USA.

Company Overview

StackUnited is a full-service technology and design company specializing in web development, digital content storage, distribution and streaming. We are presently contracted as the development team for a rapidly growing platform in the exciting, fast paced, multi-billion-dollar adult technology industry, the StackUnited team is composed of open minded, ethical, passionate people committed to expanding the utilization of applicable technologies today, and in the future to propel the needs of business and consumers alike.

We firmly believe our success stems from the desire to empower our teammates to believe anything is possible and deliver exceptional results. As Steve Jobs once said, "...while some may see them as the crazy ones, we see genius, because the ones who are crazy enough to think that they can change the world, are the ones who do." If you are ready to join a life changing team, we are ready to hear from you!

Position Summary

A Community Support Representative (aka CSR), is someone that is an expert on all the areas of the software platform, who represents our interests positively, performing operations including answering questions, providing technical support, addressing complaints, resolving billing issues and generally provides a wide range of personalized service relating to a variety of situations.

As a CSR Manager you will be responsible for managing a team of approximately 10-15 teammates. Ensuring all CSR's embody our company values at all times during their workday. Your goal will be to ensure that our customers have positive, efficient and rewarding interactions with our CSR teammates.

We are seeking experienced persons who want to advance their skill set, have a strong work ethic, perform well in a fast-paced environment, are able to multitask, and work in harmony with others.

Responsibilities

- Field inbound customer service inquiries, ensuring all phone calls, live chats and emails are answered in a timely and courteous manner
- Verify user's transaction history and records

- Approve new user credentials
- Assess and review customer credit card billing history
- Navigate and verify user reported issues, documenting them, and sending them to other departments in the company
- View uploaded media for points of compliance
- Lead CSR meetings, contributing and collaborating with your team
- Model company standards in customer service by providing professional, friendly and efficient responses to customers
- Provide detailed FreshDesk response report along with a summary of the months' work volume
- Approve new creator applications ensuring all information is correct/valid
- Evaluate our current customer service system and seek to add continued improvements and efficiencies via ongoing monitoring and evaluation of customer feedback
- Whole-heartedly work towards achieving excellence within our CSR team
- Report trending issues to management
- Maintain a consistent corporate/brand image
- Remain polite, professional and courteous at all times
- Notify users of important site updates
- Maintaining quality control of the CSR department
- Conducting quarterly performance reviews
- Training new teammates and updating present teammates as required
- Managing schedules within your department
- Mentoring teammates to handle situations elevated situations
- Implementing new techniques, methodologies and technologies beneficial to our CSR department and/or organization as they emerge
- Provide management with feedback on teammate and department performance

Requirements

- Excellent understanding, written and verbal English
- Business Administration Degree or at least 7-years' experience within the customer service industry, with 3+ being as a manager
- Excellent work ethic
- Detail oriented, analytical and inquisitive
- Able to work well under pressure
- Excellent problem solving and critical thinking skills
- Ability to work independently and with others
- Natural team leader
- Ability to motivate others