

# FireGroup

<https://firegroup.io/careers/cs-22-052-cus01-customer-support-leader>

## Description

### Customer Support Leader

**Date posted**

21/11/2022

- – Software as a service (SaaS) remains the largest market segment in the warp-speed digital transformation, and is forecast to grow to \$104.7 billion in 2020. FireGroup would be honored to be a top-choice list of SaaS for the merchants on Shopify, the biggest e-commerce platform in the world, and we continuously keep expanding the line of products across multiple platforms along with all modern technology.
- – Our mission is to become a leading SaaS solution provider with outstanding products that furnish and support customers in diverse industry sectors with the best-in-class services. Visit our websites:

## Responsibilities

- – Ensure agent adherence to policies for attendance, established procedures etc.
- – Be responsible for leading the Customer Support team, work with team members refining and scheduling appropriate training sessions
- – Prepare weekly/monthly/annual results and performance reports
- – Develop training documents that support daily operations
- – Answer questions from team members, motivate and encourage agents through positive communication and feedback
- – Monitor queue and track conversations from all channels to maintain excellent service level requirements. Keep agents aware of pending conversations.
- – Analysis of trends, emerging issues and factors affecting team performance
- – Devise and/or recommend ways to optimize procedures
- – Work closely with Customer Success team in to solve problems collaboratively
- – Keep management and internal departments informed on issues and

## Qualifications

- – An enthusiastic, energetic, detail oriented and proactive person who works well in a fast-paced, dynamic team environment.
- – Tech-savvy and eager to learn about technology products
- – Enjoy the challenges and are passionate about helping others.
- – 5+ years of customer support experience in SaaS organization.
- – Proven work experience as a team leader or supervisor, at least 2 years.
- – English is a must (Fluent in English, IELTS 6.0 or an equivalent certificate)
- – Good presentation skills
- – Have knowledge about e-commerce and B2C
- – BPO experience is a plus.
- – Strong written/verbal communication skills
- – Data collection and ordering
- – Stress tolerance
- – Able to work during weekends and holidays

## Benefit

- – Have opportunity to work with overseas clients, mostly US, Canada and European countries
- – Join the dynamic, young and friendly projects team

*Here at FireGroup, we offer business owners the tools they need to bridge the gap between large corporations and SMEs, the solutions to merchants' problems, as well as customized services tailored to the needs of each business.*

- – Possible career path with many opening roles within company
- + Customer Support Manager
- + Switching to the technical field as Associate Product Manager
- – Attractive salary based on skill and experience
- – Annual salary review
- – Additional bonus performance-based bonus in addition to 13-month bonus
- – All insurances according to Vietnamese Labor law
- – Free coffee, tea, candy.
- – Happy events: kick off, birthday, moon party
- – Technical seminar in the company
- – Support for all sports activities: Football, Badminton

**Contacts** Company trip in every summer, annual year-end party, team building

- – Please send us your wonderful resume to **careers@firegroup.io**
- – Should you need any further information, kindly please contact us via **(+84)28 2229 9989**
- – Visit FireGroup's website to know more about our life, culture: <https://firegroup.io/>