

FireGroup

<https://firegroup.io/careers/head-of-customer-service/>

Description

Head of Customer Service

Date posted

02/03/2023

- – Established in 2016, FireGroup Technology JSC is a tech company that specializes in web-app solutions for running the business on e-commerce platforms. FireGroup has now become the leading web-app provider, especially on both Shopify and AliExpress platforms.
- – Our mission is to solve challenges & problems in the global E-commerce market by using technologies. We are looking for new members who dare to think and grow bigger.

Responsibilities

- – Manage and set up direction, target vision and overall performance of the CS division
- – Develop and contribute to FireGroup's growth strategy with a key focus on customer success, acquisition, satisfaction and retention, based on BOD yearly strategy
- – Establish a bridge between customer support and technical support, continuously explore user needs, participate in user path and experience design, optimize user experience. From there, coordinate to make suggestions for product improvement and optimization, enhance the ability to sell more and cross-sell products
- – Maintains high levels of customer retention, satisfaction and expansion, as measured by monthly/ quarterly/ yearly goals, tools and criterias
- – Respond quickly and effectively to customers' challenges and issues with the product to learning and improving processes
- – Evaluate existing customer on-boarding program and make additional improvements to better drive both immediate and sustained adoption
- – Making regular reporting and insights on customer success metrics and division's performance;
- – Setting all KPIs performance targets for CS division and collaborate with CS Manager on tracking progress to ensure goals are met or exceeded;
- – Effectively re-organize and allocate resources, organize training and develop CS division
- – Overview and control P&L appropriately and effectively.
- – Maintaining a deep understanding of the industry and market trends to effectively serve customers.

Qualifications

- – Male/ Female, BS/MS degree in business administration or a related field;
- – At least 5 years' experience as the same level of delivering growth and customer success targets in: B2B SaaS or Marketplaces or E-Commerce with a focus on SME / Mid-market leads and a complex product
- – Self-starter with ability to execute under deadlines;
- – Experience in a startup culture a plus (or evidence you can adapt to sudden changes within both the company and broader industry);

Contacts

- 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/>

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.