



SUSTAINCERT
KNOW YOUR IMPACT

JOB DESCRIPTION

CLIENT SUPPORT MANAGER / SUPERVISOR

May 2022



The CSM Supervisor will be responsible for ensuring the best first line support to our users and clients as well as the continuous service improvement in agile fashion of a multi-tier support structure for our clients in close collaboration with Quality, Business Development, Product and other teams

1. ABOUT SUSTAINCERT

At SustainCERT, we help quantify and report on the social and environmental impacts from a wide range of sustainability interventions. Our role is to provide robust evidence of progress towards our collective sustainability goals and ensure climate pledges bring real, meaningful impact on the ground.

We deploy technology to create the next-generation of impact accounting and improve the way carbon emissions are measured, reported and verified: More simplicity, more affordability, more efficiency and always the best level of accuracy and credibility.

We are on a mission to mainstream best-practice for the benefit of all – businesses, people and the planet.

2. ABOUT THE POSITION

Reporting to the Senior Operations Manager, the role will be responsible for ensuring the best first line support to our users and clients as well as the continuous service improvement in agile fashion of a multi-tier support structure for our clients in close collaboration with Quality, Business Development, Product and other teams.

Come join our team of mission-driven individuals with big ideas, tireless optimism and the belief that our work can change the world.

3. PRIMARY RESPONSIBILITIES AND TASKS

First line support:

- Manage a small team of two Client support agents including capacity and workload planning
- Provide periodical (monthly, quarterly) update on service performance based on the company KPIs
- Take ownership and improve the current client satisfaction measurement
- Implementing and developing proper documentation to support the multi-tier structure of the client support centre
- Support new user onboarding and new training material development

Ensure continuous process improvement:



- Support the inquiry and issue process improvement to deliver value to clients in an affordable, accessible and desirable
- Support the Quality team with SustainCERT's external Knowledge base continuous improvement
- Align and improve ways of working (WoW) including communication and knowledge sharing between all tiers of the client support centre.

4. QUALIFICATIONS

- 5 years' prior experience in customer facing roles, preferably in manager position
- Excellent communication skills and the ability to anticipate the needs of customers
- Must demonstrate strong analytical thinking and quick learning skills
- Should possess strong problem-solving skills and the ability to make sound judgement calls
- Innovative, creative thinking skills to ensure the organization is providing a cutting-edge client experience
- Strong team player and great leadership skills
- Ability to work independently and on own initiative
- Native English or C-level English knowledge is required

5. RECRUITMENT PROCESS AND TIMELINE

Applications can be sent to recruitment@sustain-cert.com until 15th of June 2022.

Candidates selected for a first-round interview will be notified by email. Please note that we will not notify you directly if you are not selected for an interview.

Start date: July 1st-15th 2022.