
Director of Customer Service and Technical Support

Company Description

Education2020 helps school districts provide core and elective instruction in a virtual school setting for students in grades 6–12. Our courseware is aligned to state and national standards and has helped students recover and accrue credits for graduation and prepare for state, end-of-course, and key standardized tests since 1998.

With our web-based model, teacher-led video delivery, and proven instructional approach, Education2020 offers some of the most engaging and individualized instruction of any virtual school solution available today. It combines best-practice pedagogy with next-generation technology that enables your school to customize content and settings while providing an opportunity for students to learn at their own pace and make meaningful academic gains.

Job Description

The Director of Customer Service and Technical Support is responsible for leading the day-to-day operations of the customer service and technical support department. This includes order processing, account management, and the identification, prioritization, and resolution of customer and technical support issues.

Reporting to the Vice President of Finance & Administration, the Director of Customer Service and Technical Support ensures that all phases of customer support are properly coordinated, monitored, logged, tracked, and resolved appropriately in a timely fashion. In order to build and maintain an excellent customer support operation, this person will coordinate with other department managers to ensure efficient and cost effective processes to develop and communicate best business practices as they relate to customer support needs. This person will ultimately be accountable for the satisfaction of clients.

The heterogeneous nature of the technology architecture, the multiplicity of applications that must be supported, and the national time zone coverage involved require a leader who can develop multiple competencies in a staff while maintaining reasonable response times to routine queries.

Responsibilities

Create and implement a customer satisfaction survey process

Create and implement internal/external service level agreements for customers and key departments

Coordinate with other department managers to ensure efficient and cost effective processes

Develop and communicate best practices as they relate to customer support needs

Be accountable for client satisfaction

Requirements

Bachelor's degree

Minimum 8 years of experience in customer service

Ability to manage others

Equal Opportunity Employer, M/F/V/D, and a member of E-Verify