

# Customer Support Manager

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## Job description

## Summary

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Job title / Function	Customer Support Manager
Activity level	100%
Reporting Line	Head of Customer Support & Customer Support Team Lead
Localisation	Kyiev

### Who we are:

Created in 2012, Wiz-Team delivers cutting-edge technology and support services to the world's greatest events across sport, institutions, hospitality, and entertainment. With events in our DNA, we are a growing and thriving international and privately-owned company staffed by experienced event professionals who share a collective passion for transforming how the event industry uses technology to deliver complex events. We benefit from a global network of developers, strategic partners, and Wiz-Team ambassadors.

Our team is spread out across the world with headquarters in Lausanne (Switzerland) and registered subsidiaries in Brussels (Belgium), Kyiv (Ukraine), Denver (USA) and Torino (Italy). Our team members, boasting 15 different nationalities, bring many decades of experience in designing and delivering event management solutions all over the world. Our unique ability to meet event management teams at their level comes from our diverse resume of on-the-ground experiences.

To support our growth, we are looking for a passionate, solution-oriented teammate who will help us become the top solution provider for world-class event management. Our ideal candidate will be self-motivated, driven, energetic, and creative as well as highly analytical, obsessed with customer experience and thrive in fast-paced working environments.

## The Role

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As a **Customer Support Manager**, you will be responsible for ensuring a positive Customer Experience by addressing inquiries and resolving issues in a timely and effective manner as per the Wiz-Team Customer Service Processes. You will play a key role in triaging the support requests and ensuring a clear communication with all stakeholders involved to manage expectations and response deadlines. You will also foster a positive, collaborative team culture, encouraging mutual support and shared responsibility.

## Core Responsibilities

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Deliver a positive Customer Experience by addressing inquiries and resolving issues in a timely and effective manner to ensure a successful event.

### a. Customer Service Excellence

- Sort the support requests according to Wiz-Team's Customer Service Processes

- Provide functional guidance, basic technical support, and issue resolution
- Ensure a clear communication with all stakeholders to manage expectations
- Follow up on pending requests to respect response deadlines. Escalate pending issues when necessary
- Provide on-site event operations support and oversight (as required)

**b. Customer Service Team Empowerment**

- Produce and maintain comprehensive support documentation and reports, including FAQs
- Collaborate regularly with Delivery Manager, Product Owner Teams and team mates to maintain client-friendly tool kits, micro-learning tools, and other resources for on-boarding and ongoing knowledge development
- Support Product Owners in continuous improvement of the solution

**c. Support on Sales activities**

- Take part in strategy activities and initiatives including partner webinars, open-workshops, Q&A sessions, and more
- Present ongoing updates to Event-Works to your clients and ensure the successful adoption of new features and functionalities if necessary
- Anticipate and monitor client needs for additional/new Event-Works features

Additional responsibilities may be assigned to support the development of the organization and according to the needs.

## Requirements

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- Language: Proficient in English
- University degree in Business, Event Management or other related fields
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- Minimum 3 years' experience in a customer support / customer relations role, preference
- Experience in ticket management tool such as Jira, ServiceNow
- Strong affinity for technology, data management, solution-design, and event delivery
- Excellent communication, collaboration and influencing skills
- Ability to build cross-cultural relationships
- Occasional after-hours availability (weekends & evenings /nights) may be required for event specific support
- Occasional travel for on-site support