Customer Support Team Manager

Location: United Kingdom

Job Purpose and Background:
The Science Based Targets (SBTi) commercial subsidiary - SBTi Services is seeking a Customer Support Manager to lead an existing support team of associates, responsible for replying to hundreds of incoming email queries per month. These are a mix of general and product queries, relating to the SBTi standards, validation process and the Validation Portal. This is an opportunity to support companies across the globe, including some of the world's biggest corporations, to set targets aligned with science and decarbonise their operations and supply chain. This role will be responsible for the management of a small team, whose purpose is to elevate the customer service to all companies, to ensure their continued engagement with the SBTi system, including SBTi Services. You will also be directly responsible for resolving high priority queries, primarily focused on product queries for the Validation Portal. You will provide ongoing coaching and management to the team and resolve company escalations, as well as improving existing processes. This role will allow the successful candidate to become an expert in a rapidly growing industry, hone a broad range of transferable skills.

The Customer Support Manager should expect to spend approximately:
- 35% of their time supporting companies,
- 20% of their time on portal bug and feedback management with internal teams,
- 20% of their time on team management,
- 15% of time improving processes, and
- 10% of the time on continuing education as the Validation Portal and SBTi standards evolve.

This position will report to the Senior Manager leading the Customer Support Function within the SBTi Services department, **based in** London, UK. They will also closely collaborate with the Target Validation, Target Operations and Technology teams.

You are a great fit for this role if you:

- Are confident providing high quality customer service across both general customer queries and queries relating to a technology product
- Experienced team manager, passionate about improving the customer experience and making processes more efficient
- Have a proven track record of delivering high-quality work and support to companies with GHG inventory development, or target setting, for example in sustainability consulting or climate tech.

About the SBTi:

The Science Based Targets Initiative (SBTi) is a global body enabling businesses to set ambitious emissions reductions targets in line with the latest climate science. It is focused on accelerating companies worldwide to halve emissions before 2030 and achieve net-zero emissions before 2050.

The SBTi defines and promotes best practices in science-based target setting, offers resources and guidance to reduce barriers to adoption, and independently assesses and approves companies' targets.

For more information, please visit www.sciencebasedtargets.org

Key responsibilities include:

- **Customer Support Leadership:** Lead and manage a small worldwide team of support associates. Ensure they have the tools and expertise to provide prompt, accurate information via email correspondence. Set a high standard of service and hold the team accountable to maintain it.
- **Product Support for Portal Users:** Act as a primary contact for companies with questions relating to the Validation Portal or raise bugs where companies face issues. Provided prompt, accurate technical assistance to companies on using portal features effectively. Daily triage of the team inbox.
- **Stakeholder Collaboration and Product Improvement:** Serve as a link between portal users and internal teams, working closely with the product manager and product support associate to ensure alignment between technical support and service delivery. Provide key insights feedback to the development team based on user experiences to improve portal usability and functionality.
- **Data and Metrics:** Track and report on user support metrics, including response times, resolution rates, and customer satisfaction. Use metrics to identify areas for process improvements, internal reporting and team management.
- **Process Optimisation:** Identify opportunities to enhance the customer support experience by developing and implementing strategies to streamline processes, improve efficiency, and ensure a user-friendly interface for stakeholders.
- **Issue Escalation and Resolution:** Serve as an escalation point for complex customer cases. Provide guidance to team members and customers, propose solutions, and ensure timely resolution. Maintain high levels of customer satisfaction.
- **Training and Knowledge Transfer:** Responsible for improving or creating new resources for customers focused on the Validation Portal, as well as training and support for internal teams to expand knowledge and support across SBTi Services

Skills and experience required:

- **2+ years of experience in business-to-business product support** (IT support, help desk, or a similar technical support role). Able to support companies to navigate using a new product, with a good foundation of web applications, able to identify bugs and distinguish between front-end and back-end issues.
- **2+ years managing a customer facing team,** experienced in process improvement, coaching and undertaking performance review
- **Sustainability expertise:** Experience with GHG accounting and SBTi standards, ideally with SBTi validation experience or other certification experience.
- **Excellent written and verbal communication skills** to interact with both technical and non-technical stakeholders, explaining complex technical concepts in user-friendly terms.
- **Proven success recorded in customer support roles,** providing high levels of customer satisfaction, and maintaining fast response times.
- **Bachelor's degree** in a relevant field (e.g., Environmental Science, Sustainability, Business Administration) or equivalent experience.
- Able to calmly and effectively handle high-pressure situations, such as major technical issues or customer complaints.
- Willingness to speak up and navigate difficult conversations internally and externally.
- Proficient with relevant digital tools such as customer relationship management (CRM) software and Google Suite.
- Belief in the SBTi mission and vision.

The salary for this role will depend on location and experience level. **This role is a fixed-term contract for 12 months with a high likelihood of extension.**

Interested candidates should be legally allowed to work in the countries specified. **The SBTi cannot sponsor any working visas.**

To apply, please complete our application form.

What we offer:

- Working in one of the most successful and fastest-growing initiatives driving climate action;
- Exciting and challenging tasks in a dynamic, international, innovative, and highly motivated team;
- Training and development;
- Attractive holiday package.

SBTi is an equal opportunity employer - committed to building an inclusive workplace and diverse staff, where all can thrive. We welcome and strongly encourage applications from candidates of all identities and backgrounds. We do not discriminate based on race, color, religion, gender or gender identity, sexual orientation, national origin, disability, or age.